

Job Title: RETAIL SUPERVISOR

Reporting to: Business Manager

Hours of Work: 40 hours per week (Monday - Sunday)

Location: Lothian Road & East Market Street (Edinburgh)

Role Overview

The retail experiences of Football Nation Ltd include Football Nation & 6 Yard Box. Football Nation is now an established brand, created in 2006 and the result of 100% organic growth with 6 Yard Box created in 2015. Following a recent strategic review, this is a newly created position working alongside another individual at the same level, whilst overseeing 1-2 team members and reporting to the Business Manager. The Retail Store is the heart of Football Nation & where it all started. Whilst the online side of the business is managed under the retail umbrella, the crux of this role is to focus on our bricks & mortar stores. This is delivered via your knowledge of brands, products and general football awareness.

Purpose of the role

- To oversee the retail team, ensuring delivery of their output
- To ensure the smooth running of the retail stores e.g. look & feel, stock updates
- Converse with customers on technical specifications on products e.g. boots
- To take initiative & ensure decisions are always commercial
- Listen to customer feedback and act on this alongside the Business Manager
- To ensure good customer service at all times

Operations

- Daily team briefs on performance, areas to work towards and ensuring key tasks are achieved
- Daily walk around the store with your team, ensuring it projects the brand image, is fully stocked, clean & tidy, ready for trade
- Ensuring process plans and procedures are followed for returns, refunds, housekeeping, etc
- To be vigilant to the needs of the customers & staff & in particular ensure that customer service meets the required company standards
- To act in a professional manner at all times, setting a good example to all staff & to monitor the manner & conduct of staff
- To be responsible for cashing up, reporting any discrepancies to the Business Manager
- To check off deliveries against delivery notes & purchase orders
- Operate the EPOS alongside back office duties on this
- Secure premises at close of business alongside another staff member
- To consult with the Business Manager over any situation you have doubts or concerns about
- Discuss marketing initiatives and merchandising with your team as well as events/promotion evenings.

Sales

- To maximise the Store's profitability by proactively converting sales through service
- To endeavour to ensure that sales figures are on target, liaise with your team on doing so
- To ensure that all decisions made are commercial and always in the best interests of the company

Miscellaneous

- To carry out any other duties deemed necessary to meet the needs of the business

WHAT WE'RE LOOKING FOR

- An engaging, enthusiastic & proactive team member
- Someone who always strives to find solutions to any given issue
- A tenacious attitude & understanding that you can't always run out the door at 5.30pm
- A willingness to learn & ask questions

EXPERIENCE REQUIRED

- Solid retail experience OR face to face customer sales & service experience
- Experience in leading, mentoring or managing a small team
- A good level of football knowledge