



Job Description

Job Title	Retail Assistant Manager		
Reporting to	Retail Manager		
Overall Purpose of Job:			
To assist the Retail Manager with the day to day operations of the Stadium store, ensuring excellent customer service and a focus on maximisation of sales.			
Main Duties and Responsibilities			
<ul style="list-style-type: none">Assist the Retail Manager with the day to day operations of the stadium shop, including the sale of merchandise, tickets, tours, referees' kit and other such items which the Scottish FA may introduce.Embrace the store sales ethos and company valuesAssist with analysing of sales figures and reports into the Head of Retail and Kit, when required.Work with the Retail Manager to deliver the sales plan.Assist the Retail Manager with stock audits.Work with the Retail Manager to deliver impactful campaigns.Support the Retail Manager with the cash handling, including cashing up, banking's, and deposits.Adhere to best practice policy for cash handling.Maintain store lay out daily, ensuring a well presented store at all times.Working with the Retail Manager, explore opportunities on match day, especially corporate sales.Maintain awareness of market trends and work with the Head of Retail and Kit to exploit these.Assist with the fulfilment of web orders placed on referees' kit web site.Cover the store in Retail Manager's absence, dealing with the day to day management of the store.Any other reasonable duties as directed by the Retail Manager.			
Person Specification			
Essential		Desirable	
Knowledge & Experience			
<ul style="list-style-type: none">Proven experience in a retail environment at supervisory levelMerchandising using analytical sales dataRetail marketing experienceCash handlingStock managementKnowledge of basic health and safety store requirements		<ul style="list-style-type: none">Assistant Manager experienceExperience in collecting and analysing sales data	
Qualifications & Training			
<ul style="list-style-type: none">Educated to standard grade level or above.			
Skills			
<ul style="list-style-type: none">Excellent communication and interpersonal skillsExcellent organisational skillsAble to skilfully handle complaints and/or customers' requests.			

<ul style="list-style-type: none"> Competent with MS Office applications and EPOS systems 	
Competencies	
<ul style="list-style-type: none"> An effective team player who supports others, but is able to work independently when required Takes pride in delivering a professional service to customers both personally, and as a participative team member Actively contributes to a team ethos which has customers at the heart of all activities Comfortable in an environment of change and able to help drive change when required Demonstrates integrity and professionalism at all times Demonstrates a flexible attitude, is thorough, and attends to detail. 	<ul style="list-style-type: none"> An analytical thinker, considers and evaluates various alternatives to problems in order to help make a decision
Additional Related Requirements	
<ul style="list-style-type: none"> Flexibility to work evenings and weekends 	
Competitive Salary and Benefits. Average 37 hours weekly, 5 over 7 days.	