



JOB DESCRIPTION

1. DETAILS	
Job title:	Retail Supervisor
Reporting to (Job title):	Retail Manager
Department:	Retail
Direct Reports:	Matchday Staff
Location:	Oxford United Club Shop
Hours:	37.5 hours per week plus all home matches
FT / PT	FT

2. KEY OBJECTIVES OF THE ROLE
Oxford United are seeking a highly motivated individual to drive retail revenue through providing a high level of customer service.

3. MAIN DUTIES / RESPONSIBILITIES
<ul style="list-style-type: none">• Store greeting and till sales• Visual merchandising• Maintain and manage store standards across both the shop floor and stockroom• Pick, pack, and despatch all e-commerce orders• Assist in the delivery of marketing and sales initiatives• Maintain supporter's information across our retail and CRM platforms• Maintain knowledge & capabilities of the Jonas Sports retail system• Cash handling including daily banking reconciliation• Keyholder• Any other duties as defined by your Manager/Head of Department

4. CORE SKILLS, KNOWLEDGE TRAINING AND EXPERIENCE REQUIRED
<ul style="list-style-type: none">• Previous retail experience desirable• Previous sales experience essential• Excellent customer service skills• Competent administration skills• Basic computer skills• A proactive nature and a keenness to learn• Role will be based in Oxford, with evening, weekends and 'unsociable' hours a possibility

5. Salary and Incentive Structure

- £24,400k
- Department incentive structure

6. Club Values

Code of Conduct

Oxford United Football Club expects the highest standards of integrity and conduct in all matters concerning the Club and its employees. The Code of Conduct makes clear the standards of conduct expected from its employees and explains the responsibilities of the Club, as the employer. All employees are expected to always act wholeheartedly in the interests of the Club. Any conduct detrimental to its interests or its relations with its customers, suppliers, the public or damaging to its public image shall be a breach of Club rules and policies. Discriminatory, offensive, and violent behaviour are unacceptable, and any complaints or concerns will be dealt with and acted upon.

Equality, Diversity & Inclusion

Oxford United Football Club are committed to ensuring that equality, inclusion, and diversity of opportunity is at the very heart of everything we do to ensure we provide fair and non-prejudicial access to the services across the Club. We uphold everyone's freedom of rights and choice to be different and aim to provide opportunities for everyone to succeed. It is the policy of the Club that no person, whether player, job applicant, employee, volunteer, or customer, shall be discriminated against. The Club opposes all forms of unlawful and unfair discrimination, either direct or indirect, or harassment, on the grounds of the following 'protected characteristics': Age, Disability, Gender Reassignment, Marriage & civil Partnership, Pregnancy & Maternity, Race, Religion or Belief, Sex and Sexual Orientation. Anyone who is found to be in breach of this could receive disciplinary action, which may well include suspension and dismissal.

The Club is fully committed to the EFL Equality, Diversity & Inclusion Standards and as we are underrepresented in these areas; we particularly welcome 'entry level' applications from women, individuals from Black and Minority Ethnicities, the LGBT community and anyone with a disability.

Safeguarding and Safer Recruitment

Oxford United Football Club are committed to and has both a moral and legal obligation to ensure that all children and vulnerable adults are protected and kept safe from harm whilst engaged in services organised and provided by the Club and believes that the general wellbeing, welfare and safety of all children and vulnerable adults engaged in Club activities is of the utmost importance. The Club will fulfil its responsibilities by ensuring it displays best practice in safeguarding matters – including Safer Recruitment - carried out in a spirit of partnership and openness with the child or vulnerable adult, families, and the relevant local authority.