

ASSISTANT STORE MANAGER

Salary: Competitive – please state your expectations on application

Hours: Full time, 37.5 hours per week, and 5 out of 7 days, including home match days.

Location: The City Ground, Nottingham, NG2

Key Tasks and Responsibilities

To support the store manager and to deputise in the store managers absence including day to day activities with a highly professional service encompassing floor management, team supervision, stock and display management, to ensure smooth running of the store.

- Daily banking ensuring all cash reports are complete.
- Open and close the shop on time and ready to trade.
- Awareness for security issues at all times and safety of personnel, liaising with onsite security if necessary.
- Undertake customer service, sales activities and any shop floor activities as required to ensure service standards are always met and sales opportunities maximised.
- Monitor and motivate the Retail associates.
- Conduct team briefings for match days, kit launches etc.
- Ensure that retail and stock spaces are maintained in a professional manner.
- Continually monitor visual merchandise displays, replacing and improving as required.
- Maintain good product knowledge and awareness of new lines.
- Develop strong product knowledge in order to be able to conduct staff briefings.

Required Qualifications and Experience:

- Retail experience with responsibility for day-to-day operations, including banking, opening and closure of shop and security.
- Ability to demonstrate outstanding customer service and enhance the customer experience, leading by example.
- Experience of staff supervision.
- Ability to motivate and coach team members in the best practice customer service.
- Ability to delegate and engage staff.
- Diplomacy and ability to communicate with a broad range of people.
- Honesty and high level of integrity.
- Stock and display management.
- Experience of running the back-office operation, including managing stock.
- Good computer literacy and numeracy.
- Understanding of key elements of product display and presentation and ability to make improvements as needed.

If you are excited at the thought of joining our amazing team at Nottingham Forest, our application process is via our Application and Diversity forms which can be found on our website and emailed to jobs@nottinghamforest.co.uk. Along with a copy of your CV.

Due to the high volume of applications we receive daily, **please state your name and the job role in the email subject bar on application as follows: NAME – JOB ROLE – APPLICATION**

- **Closing Date: 21st November 2022**
- Interviews to be carried out w/c **28th November 2022**

Nottingham Forest Football Club is an equal opportunities employer and welcomes applications from all suitably qualified persons, regardless of age, disability, gender, gender reassignment, marital / civil partnership status, pregnancy / maternity leave, race, religion/belief, sexual orientation, or any other legally protected characteristic.