

## Job Description: Retail Leader

Company: Legends Hospitality UK Ltd. (Legends)

Position: Retail Leader (Supervisor)

Reporting to: Retail Venue Manager and/or Management

Reports: Retail Crew, 2 – 6 persons

Sector: Event Merchandising/Retail

Job type: Temporary/Fixed Term

Pay Rate: £11.50 per hour

Hours: Shifts will vary per venue but will be an average of 8-10 hours long. Flexibility is important in this role as you may be required to work extra hours to deliver the best job.

Legends has been appointed as the exclusive in-venue retail partner for the IPC and IAAF World Championships. This means that we own the rights to retail and sell official merchandise in and around event locations where the London 2017 LOC have rights. The World Championships will take place between 14th July and 23rd July 2017 with XX nations competing across 17 track and field events. The World Championships will be held at the Queen Elizabeth Stadium in Stratford, East London.

### Accountabilities

- Hitting sale targets
- Health and safety of the outlet
- Security of the outlet
- Stock availability within the outlet
- Implementation of all VRL policies and procedures

### Responsibilities

- Stocking in the retail outlet pre-event this includes moving stock, displaying items and cleaning the outlet;
- Ensuring the outlet is fully prepared for trading within the stated operating times;
- Managing and motivating a team to maximise sales;
- Delegating tasks to staff as and when required;
- Monitoring and capturing performance of your team on a regular basis;
- Following HR policies and procedures for all staff related issues, including disciplinary actions when necessary;

- Timely sign off of hours of all staff and reporting to the Venue Manager any lateness or absenteeism;
- Holding daily team briefings to update on performance, targets and to motivate staff;
- Identifying necessary amendments to staffing based on in-games trading;
- Ensuring customers have an exceptional retail experience;
- Creating a strong working relationship with all on-site management;
- Ensuring all display areas follow Legend's format and updates to pricing/sale items are made;
- Flexing of resources as necessary to meet customer footfall, including arranging breaks for staff;
- Ensuring the safe removal of cash and balancing of tills as and when required;
- Handling and resolving customer complaints and reporting to Management if required;
- Exchanging merchandise for customer within Legend's returns policy;

Any other responsibilities that may arise

If you are able to:

- Demonstrate experience and knowledge of working within a leadership role within the retail industry;
- Bring out the best in a team through motivation and being a role model;
- Show strong leadership and self-motivation skills'
- Work effectively under pressure and handle challenging situations;
- Work computerised technology and have experience of cash handling;

Candidates must be able to produce evidence of permission to work in the UK.

Please send your covering letter, CV and any queries to [recruitment.UK@legends.net](mailto:recruitment.UK@legends.net)