

JOB DESCRIPTION

MERCHANDISE & RETAIL COORDINATOR



Position:	Merchandise & Retail Coordinator
Department:	Fife Flyers
Place:	Fife Ice Arena
Type	Full Time
Salary	Circa £24,000 p/a + bonuses
Office Address	Fife Ice Arena, Rosslyn Street, Kirkcaldy, KY1 3HS
Reports to	Chief Operating Officer
Responsible for	Merchandise Assistants, Merchandise Volunteers

JOB DESCRIPTION

ROLE RESPONSIBILITIES

- Drive business and revenue through early planning and merchandise strategy.
- Work with the Ownership, Chief Operating Officer and Marketing & Social Media Executive to determine key items and buys based on historical performance and current data.
- Implementation of stock management of club, venue and other event merchandising.
- Interpreting sales reports and providing guidance to the Ownership & Chief Operating Officer on how to improve figures and fan / customer engagement.
- Management & maintenance of club online shop.
- Management & operations of club shop based at venue.
- Liaising with distribution partners to ensure merchandise is delivered in efficient and timely manner.
- Drive trend analysis, inspiration and market research for new product development.
- Oversee supplier communication, relationship, sampling and sample approval.
- Management of customer feedback.
- Identifying growth markets both in the UK and abroad.
- Identify and implementing marketing strategy for merchandising.
- Identify retail and wholesale merchandise price points.
- Co-ordinate with Marketing & Social Media Executive to plan, implement and launch new products in an eye-catching exciting way.
- Co-ordinate and lead build of Flyers game night merchandise shop & stall.

The Fife Flyers is a trading entity of Fife Flyers Limited, registered in the Scotland SC167157.

ROLE REQUIREMENTS

- Perform duties due regard to policies and procedures and legislative requirements at all times.
- Ensure implementation of the club and venues health & safety, safeguarding, welfare and equality policies to create a safe working environment for all.
- Ensure working practices are compliant with relevant legislation and data protection legislation and/or general data protection regulations (GDPR) requirements.
- Undertake continuous professional development (CPD) training and/or additional training s identified or as required.
- Hold a valid drivers license.

QUALIFICATIONS

- Preferably a HND or Degree in Retail, Fashion Merchandising, Marketing or related field, but not essential.

EXPERIENCE & SKILLS

- Excellent IT skills including Word, Excel, Outlook etc.
- Exceptional administration and organisational skills.
- Strong communications, verbal & written skills.
- Commitment to outstanding customer service.
- A highly flexible approach to working hours is essential as working evenings and weekends is a requirement of this role.
- An ability to work as part of a team.
- Preferable Merchandising experience.
- Preferable Retail experience.
- Ideally with an Ice Hockey background as a fan or understanding of the market.