



Barrow AFC

The Dunes Hotel Stadium, Wilkie Road
Barrow-in-Furness, LA14 5UW

☎ 01229 666 010 🌐 barrowafc.com

Barrow AFC Retail and Ticket Office Manager

Job Description

Reporting to the Chief Executive, the successful candidate will have overall responsibility for the running of the Club's Retail Department and Ticket Office. Duties will typically involve:

Retail Department duties

- Club point of contact for all retail activities, including but not limited to the on-site and online shop
- Undertake market research and supporter engagement in order to propose merchandise lines to generate increased sales and satisfy customer demand
- Ensure timely fulfillment of all orders, including all in-store and online sales
- Develop and maintain strong working relationships with all suppliers
- Responsibility for stock management including stock takes, ordering and replenishment of stock
- Manage Club EPOS system
- Maintain a clean, tidy and attractive club shop
- Carry out visual merchandising and run promotional campaigns
- Supervision of matchday retail staff
- Provide regular sales reports
- Deliver exceptional customer service

Ticket Office duties

- Club point of contact for all ticketing activity
- Develop and maintain strong working relationships with all partner organisations and suppliers
- Ensure timely fulfillment of all orders, including all in-store and online sales
- Manage ticket office infrastructure, including physical assets and IT systems
- Engage with Media Manager to promote ticket sales and ensure that fans receive relevant and timely information
- Liaise with opposition clubs to ensure efficient ticket sales for home and away fixtures
- Supervision of matchday ticket office staff and turnstile operators
- Liaise with Stadium Manager in advance of matchdays to ensure safe access and egress of supporters
- Analyse sales patterns in order to produce marketing proposals and promotional campaigns



Barrow AFC

The Dunes Hotel Stadium, Wilkie Road
Barrow-in-Furness, LA14 5UW

☎ 01229 666 010 🌐 barrowafc.com

Skills and experience

- Previous retail experience is essential
- Experience of managing budgets and stock inventory is highly advantageous
- Familiarity with electronic point of sale software (EPOS) is highly advantageous
- Previous ticket office experience is desirable
- Confident and outgoing; effective communicator
- Excellent organisational skills
- Self-motivated; driven to meet and exceed given targets
- Valid full UK driver's license would be an advantage.

Hours of Work

This is a full-time position at 35 hours per week including a requirement for evening and weekend work.

Holidays

20 working day holidays plus statutory bank holidays.

Salary

Competitive.

To apply, please send CV plus a covering letter including why you would be the suitable candidate for the role, your previous experience and salary expectations to Levi Gill (Chief Executive) at recruitment@barrowafc.com.

Closing date: Wednesday 25th August 2021.

Barrow AFC is an equal opportunities employer and welcomes applications from all sections of the community.