



## Notts County Football Club

Meadow Lane, Nottingham, NG2 3HJ

0115 952 9000

office@nottscountyfc.co.uk

### Ecommerce and Fulfilment Coordinator

Location: Meadow Lane, Nottingham, NG2 3HJ

Hours: 35 hours per week

Working Pattern: 5 days from 7

Reporting to: Head of Venue

Salary: Circa £25,000pa

### Purpose

As the Ecommerce and Fulfilment Coordinator you will be responsible for managing and overseeing all order processing, fulfilment (including picking and packing), inventory, order tracking, quality control, and shipping preparation. The role will work closely with external suppliers, carriers, and manufacturers, to ensure that service level agreements (SLAs) and customer expectations are met. You will also work collaboratively with cross-functional teams to ensure customer and business growth.

### **Key responsibilities**

- Overseeing and managing daily order fulfilment activities, including order processing, picking, packing, and shipping preparation to ensure that all orders are received, packaged, and delivered accurately and in a timely manner to our customers.
- Managing the effective uploading, management and control of stock and inventory in the retail software and EPOS system.
- Be a key point of contact for the customer by responding to any enquiries and requests in a timely manner.
- Assist in providing input in the sourcing of new products and suppliers.
- Assist in negotiating prices and delivery schedules with suppliers.
- Tracking inventory levels to prevent stock-outs and/or deadstock.
- Receipting deliveries of goods to ensure the correct items are received with the expected standard of quality.
- Reporting weekly on multiple fulfilment and performance KPIs.
- Support the Marketing team for day-to-day management of online retail store, including new product uploads to the stock catalogue, approving front-end updates for product pages and merchandising.
- Work with the Marketing team to manage the online marketing calendar.
- Work closely with the Retail Manager to develop an understanding of the Club Shop and our online presence.
- General ad-hoc tasks to support the wider teams at the Club.

NOTTS COUNTY FOOTBALL CLUB LIMITED  
VAT No. 828477978 | Company No. 04789632





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### Person Specification

- Prior experience and familiarity with warehouse operations.
- Strong analytical skills, including the ability to analyse data, draw insights, and make recommendations.
- E-Commerce experience in managing and optimizing e-commerce platforms.
- A fast learner, with a passion for developing knowledge and meeting targets.
- Working as a team player as well as being comfortable working independently.
- Punctual, flexible approach to working hours, and reliable.
- Proven track record of organisation, communication, and interpersonal skills, both written and oral.
- Strong customer service experience and managing customer relationships.
- Proficient in various software systems including inventory systems and general Microsoft office.
- You are happy to be hands-on and get stuck in to make sure we achieve our goals. All roles, regardless of seniority are expected to own a wide remit ranging from high level strategy to day-to-day admin.
- Committed to the safeguarding of Academy players.

### Safeguarding Statement

Notts County Football Club is fully committed to safeguarding children and adults at risk across our Club. As such, we adhere to Safer Recruitment processes and for some roles a satisfactory enhanced disclosure via the Disclosure & Barring Service may be required prior to starting in a role at the Club.

### Equal Opportunities Statement

Notts County Football Club is an equal opportunity employer. Notts County Football Club is committed to ensuring equal opportunities, fairness of treatment, dignity, work life balance and the elimination of all forms of discrimination in the workplace for all staff and job applicants. The employer aims to create a working environment in which all individuals can make best use of their skills, free from discrimination or harassments and in which all decisions are based on merit. It is Notts County Football Club's policy to treat all workers and job applicants equally and fairly, irrespective of their sex, marital status, civil partnership status, trans-gender status, sexual orientation, race, colour, nationality, ethnic origin, national origin, culture, religion, age, or disability.

[www.nottscountyfc.co.uk](http://www.nottscountyfc.co.uk)

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