



Job Role: Retail & Kit Operations Manager

Full time, permanent position

£29,000 pa plus generous commission

Reporting to: Head of Growth and Fan Engagement, and Football Management Team

Background:

Oxford City Football Club welcomes over 80,000 facility users per year across Men's, Women's, Velocity, Junior and Youth football programmes, as well as international development camps. The club operates two full-size football pitches, six netball courts, a full-time education academy, and extensive community delivery. With activity running seven days a week, the Retail Operations & Kit Logistics Manager plays a vital role in supporting all teams, staff and families by ensuring the club shop is exceeding revenue targets and kit, equipment and logistics are professionally managed across the entire club.

Role specification:

The Retail Operations & Kit Logistics Manager is responsible for overseeing the club's retail operations, merchandise management, kit provision, stock control, and logistics coordination, ensuring efficient support for both commercial activities and football operations.

Key Responsibilities:

- Retail performance and revenue growth
- Kit and inventory management
- Logistics and operational delivery

Retail Operations

- Manage day-to-day retail operations, including club shop and merchandise activities.
- Oversee stock ordering, inventory management, pricing, and supplier relationships.
- Monitor sales performance, stock movement, and retail reporting.
- Support merchandising initiatives, product launches, and supporter engagement campaigns.
- Maintain strong operational standards across retail and storage environments.

Kit Management

- Coordinate all playing, training, staff, and branded apparel requirements.
- Manage kit ordering, allocation, preparation, laundry and distribution across departments.
- Maintain accurate kit inventories and equipment records.
- Work closely with coaching, operations, and commercial teams to meet seasonal and matchday requirements.

Logistics & Operations

- Coordinate deliveries, warehousing, stock movement, and supplier logistics.
- Support matchday, training, and travel preparation involving kit and equipment logistics.
- Ensure efficient storage, organisation, and replenishment processes.
- Maintain compliance with operational procedures, budgets, and health & safety standards.

OneClub Mentality

- Be adaptable and willing to take on additional responsibilities as required to support the success of the club across the business.

Person Specification - Essential Personal Characteristics

- Background in retail operations, logistics, inventory management, or sports operations.
- Strong organisational, planning, and stock control skills.
- Experience within football, sport, or event operations advantageous.
- Excellent communication and supplier management abilities.
- Competent in inventory systems, reporting tools, and Microsoft Office.
- Ability to work flexible hours including evenings and weekends to support match schedules.
- Excellent communication skills with confidence working with families, players, coaches and suppliers.
- Reliable and proactive with a strong attention to detail.
- Full UK driving licence and access to a vehicle.
- Ability to lift, carry and transport kit and equipment safely.

Person Specification - Desirable Characteristics

- Experience working within a football club environment.
- Experience running a retail or online shop operation.
- Knowledge of apparel printing, embroidery or customisation processes.

Salary:

£29,000 plus generous commission

Annual Leave:

28 days including bank holidays

Benefits:

- Friends and Family season ticket
- Uniform supplied
- Annual employee wellbeing grant
- Pension with employer contribution (after 3 months)
- Free school holiday childcare (ages 4 to 12) at Ignite Sport UK Holiday Camps
- On-site parking

Work Location:

In person, Oxford City FC, The Community Arena, Oxford, OX3 0NQ

How to apply:

To apply, please send a copy of your CV and a covering letter, or, a 1 to 2 minute video, to our recruitment team: club@oxcityfc.co.uk telling us why you are the best candidate for this role. Please include the job title that you are applying for in the subject of your email.

Application deadline: Saturday 13th June 2026.

Successful candidates will be contacted by Wednesday 17th June 2026.

We uphold a robust recruitment process. Applicants must be eligible to work in the UK and willing to undergo an enhanced DBS check with additional prior employment vetting.

Oxford City Football Club is an Equal Opportunities Employer. We celebrate diversity and are committed to creating and maintaining an inclusive environment for all employees.