

Job Description
Corporate Host - Matchdays

Position: Corporate Event Host	Department: Commercial	Reporting to: Commercial Operations Manager
Salary: £11.44 per hour	Contract: Permanent - 1 hour per week	Hours per week: Matchdays - Minimum commitment expected of one home matchday per month

Job purpose: To assist in the delivery of exceptional hospitality experiences at Stadium MK

Role Competencies:

Planning Timescales:

- You will be able to confidently manage your matchday hospitality areas' limited time schedules.

Decision Making:

- You will make associated decisions within parameters of the role.

Impact and Influence:

- Assist other departments wherever necessary and maintain a good working relationship.
- Build on client relationships within your area to maintain a relaxed but professional atmosphere.

Skill Level:

- Excellent attention to detail.
- High level of discretion and trustworthiness.
- Ability to work as part of a team.
- Strong problem-solving skills.
- Can handle situations calmly, quickly, and efficiently.
- Committed, hardworking with a can-do attitude to go above and beyond.

Communication:

- Exceptional verbal communication and customer service skills.
- Confident, friendly, and personable manner.
- Engaging and easy to talk to.

Lead and Develop:

- Work closely with our restaurant teams to advise and guide where necessary on delivering the very best matchday elements of hospitality.

Operating Parameters:

- To ensure that MK Dons FC high standards are upheld by being the first line of contact for our hospitality and VIP guests, providing a warm and welcoming environment and a memorable experience.
- Ensure the comfort of our guests and handle their questions, queries, and requests and where you are unable to do this escalate to your line manager.
- Attend a host briefing ahead of each game and handover any notes post-match to your line manager.
- Clear down football signage and marketing collateral from work area and store as directed.

- Identify and report any incident, occurrence or hazards and report to line manager.
- Adhere to all health, safety, legal and company and standards.

Essential and Desirable Job Criteria:

Essential

- Ability to work on your own initiative and as part of a wider team.
- Be motivated and committed to the role and be available to work a minimum one match per month during the football season.
- Remain calm, professional and efficient under pressure.
- Be able to demonstrate excellent customer service skills in all circumstances.
- Be engaging and easy to talk to with a polite, courteous, and respectful manner.
- You will be well presented, with the highest level of personal grooming.
- Have excellent verbal communication skills.
- Have basic numeracy and literacy skills.
- Be flexible and adaptable to changing work environments and areas subject to match day requirements.

Desirable

- Previous experience of working within the event delivery industry is desirable but not essential as full training will be given.

Safeguarding - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post may be subject to an enhanced DBS check and yearly self-declarations.

Equality and Diversity – must be able to demonstrate that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total:

Level