

Job Description

Events Supervisor

Position: Event Supervisor	Department: F&B	Reporting to: F&B Manager
Salary: £12.82 per hour	Contract: Permanent	Hours per week: 4 per week (1 out of 7 days)

Job purpose: To assist the managers delivering events in the Concourse and Arena departments.

Role Competencies:

Planning Timescales:

- Lead a team with minimal supervision to complete the event requirements.
- Working alongside the Food and Beverage Manager to plan and deliver events.

Decision Making:

- To operationally plan and run certain locations on event days- as well as managing a small team.

Impact & Influence:

- To analyse feedback from guests and produce action plans that improve the performance and deliver the required standards
- To ensure you work in unison with all other F&B

Skill Level:

- Excellent attention to detail
- Excellent communication skill written and verbal
- Outstanding customer service skills
- Confident, friendly, and personable manner.
- High level of discretion and trustworthiness
- High levels of personal integrity.
- Ability to work as part of a team.
- Strong problem-solving skills.
- Ability to manage change in process and policy.
- Highest level of personal grooming.

Communication:

- To be the first point of contact for any guest feedback and ensuring any disputes or adverse comments are resolved to their guest's expectations.

Budget Management:

- To be responsible for any budget decision within remit of role.

Lead & Develop

- To lead a team to deliver food and beverage services, while dealing with guest requests on pre and post event days without senior management onsite.
- Lead a team within the concourse team during football games providing service to fans, helping stock and closedown.

- Guaranteed good work ethic of fellow team members during down times.

Operating Parameters:

- To meet and exceed guests' expectations
- To deliver all legal, health and safety and compliance policies and standards within the food and beverage department
- To resolve any conflict in accordance with the company guidelines and complete all conflict management training

Essential & Desirable Job Criteria:

- Previous experience working with hotel or high street brand. (E)
- Food safety certificates. (D)
- First aid trained. (D)
- Cellar management. (D)
- Training qualifications. (D)

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 & Diversity - To ensure that equality, diversity and inclusion is maintained and developed across all programmes and areas of the business.

Competency total: 55

Level: 2