

# Marshall Arena Operations Supervisor

## Job Description

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| <b>Position:</b> Operations Supervisor | <b>Department:</b> Arena Operations | <b>Reporting to:</b> Events Manager |
| <b>Job level:</b> Non-management       | <b>Contract:</b> Occasional         | <b>Hours per week:</b> Casual       |

**Job purpose:** To supervise Hotel and Arena functions ensuring that all guests have a positive experience

### Job Description

#### Main Objectives

- Operationally plan events of medium and low levels of complexity.
- Maintain standards of service during hotel and arena functions.
- To supervise and maintain day to day operations of the conferences and events department.
- To ensure that all event agendas and event briefs are met.
- To assist concourse team during football games providing service to fans.

#### Summary of Duties

- To liaise with small and medium sized event organizers providing a confident and professional point of contact.
- To ensure that events are properly serviced, and refreshments are delivered within agreed event agendas.
- To ensure that any customer complaints are auctioned and where possible resolved.
- To ensure cash control procedures are adhered to including managing multiple tills, cashing up and investigation of till discrepancies.
- To identify areas of underperformance including monitoring staff performance and conduct, shortfalls in procedural processes and cleanliness and hygiene.
- To serve football fans during a game with quick and effective service.

### Person Specification

#### Essential

- Excellent customer service skills.
- Excellent communication skills, both written and verbal
- Excellent attention to detail.
- Flexible around working days and hours, including weekends and occasional nights.
- Evidence of working to deadlines
- Adaptable to change
- Ability to work in large teams and independently
- Basic IT skills
- High level of physical fitness.

**Desirable**

- Supervisory experience events in a hotel or large conference venue.
- Previous experience in a leadership role within a busy customer focused operation.
- Evidence of managing performance.
- Evidence of leading a team.
- Strong problem-solving skills.
- Evidence of working to deadlines.

This job involves heavy lifting and long periods of standing and walking long distances.

**Behavioural Indicators:****Entry/Skilled/Expert**

- Functional Skills (Process Management) Skilled
- Functional Skills (Communication) Expert
- Personal Attributes (Confidence & Commitment) Expert
- Personal Attributes – (Resilience) Expert
- Personal Attributes – (Self-Development) Skilled
- Personal Attributes – (Respect for others) Expert
- Personal Attributes – (Integrity and Trust) Skilled
- People Skills – (Impact and Influence) Entry
- People Skills – (Leading a Team) Entry
- People Skills – (Developing Others) Entry
- People Skills – (Skilful Conversations) Skilled
- Delivery at Pace – (Planning and Prioritisation) Entry
- Delivery at Pace – (Challenging the Status Quo) Entry
- Delivery at Pace – (Passion for Customers) Skilled
- Delivery at Pace – (Drive for Results) Entry