

Marshall Arena Assistant Manager

Job Description

Position: Assistant Manager	Department: Marshall Arena	Reporting to: Stadium Operations Manager
Job level: Manager	Contract: Permanent	Hours per week: 40 5 days out of 7

Job purpose: To assist in the managing of the Marshall Arena and Public Catering teams to ensure guests have a positive experience.

Job Description

Main Objectives

- Operationally plan events of various levels of complexity, primarily in Marshall Arena and supporting Public Catering Assistant Manager.
- Maintain standards of service during Marshall Arena and Public Catering events.
- Supervise and maintain day to day operations of the events.
- Manage all staff to maximum efficiency.

Summary of Duties

- Liaise with event organizers providing confident and professional behaviour.
- Follow health and safety standards.
- Ensure all agendas are achieved in line with BEO.
- Conduct briefings with team daily in-line with business agendas.
- Follow all legal compliance.
- Assist with building of Rota.
- Order stock in-line with business requirements.
- Set up and close events in-line with requirements.
- Follow all cash handling procedures.
- Assist with recruitment and staff management.
- Ensure hygiene is upheld and area well maintained.
- Support Public Catering team as required.
- Train and develop supervisors and team members.
- Report any incidents through DDS.
- Ensure Rota Horizon is managed.
- Administration of Bleep POS.

Person Specification

Essential

- Excellent customer service skills.
- Basic IT skills including excel and outlook.
- Minimum 2 years' experience supervising events.
- Excellent communication skills – written and verbal.
- Evidence of working to deadlines.
- Excellent attention to details.
- Evidence of strong leadership skills.

Desirable

- Supervisory experience in an arena or stadium.
- POS and Event planning software.

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

Behavioural Indicators:

Entry/Skilled/Expert

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