

# Full Time Supervisor

## Job Description

**Position:** Supervisor

**Department:** Stadium MK

**Reporting to:** Assistant Manager

**Job level:** Entry

**Contract:** Permanent

**Hours per week:** 40 5 days out of 7

**Job purpose:** To work alongside Marshall Arena Assistant Manager to provide a prompt and efficient food and beverage service for functions in Arena and Concourse. To lead teams while on shift.

### Job Description

#### Main Objectives

- To ensure that customers receive a consistently high standard of service.
- Provide efficient service and resolution to guest requests and issues on pre and post event days.
- Ensure events are completed for the duration as per the event plan.
- 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.

#### Summary of Duties

- Assist the Assistant Manager on shift to ensure staff are in line with the requirements per event.
- Ensure that all customers receive excellent customer service for functions.
- Help to deliver food and bar service to customers.
- Ensure team members are aware of the requirements required from them to complete food and bar service.
- Knowledge of legal policies.
- Lead a team to set up functions to specifications within agreed timeline.
- Lead a team and support the close of bars to company standards.
- Ensure that general cleaning standards are maintained.
- Report maintenance, accidents and health & safety issues to your line manager.
- Lead a team to serve football fans during a game with quick and effective service.

Date created:

## Person Specification

### Essential

- Excellent customer service skills.
- Excellent communication skills, both written and verbal
- Excellent attention to detail.
- Events experience in a hotel or large conference venue.
- 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

### Desirable

- Strong problem-solving skills.
- Self-motivated.
- Work on own initiative

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

### **Behavioural Indicators:**

#### **Entry/Skilled/Expert**

- **Functional Skills** (Communication) Skilled
- **Personal Attributes** (Confidence & Commitment) Expert
- **Personal Attributes** – (Resilience) Skilled
- **Personal Attributes** – (Self-Development) Entry
- **Personal Attributes** – (Respect for others) Expert
- **Personal Attributes** – (Integrity and Trust) Entry
- **People Skills** – (Leading a Team) Entry
- **People Skills** – (Skilful Conversations) Entry
- **Delivery at Pace** – (Planning and Prioritisation) Entry
- **Delivery at Pace** – (Passion for Customers) Skilled