



**Job Description: Stadium Services Operator**

<b>Job Title</b>	Stadium Services Operator
<b>Department</b>	Conference & Banqueting Match Day Events
<b>Key Contacts Internal</b>	Conference & Banqueting, Retail & Ticketing, Stadium Operations & Security
<b>Key Contacts External</b>	Subject to duties
<b>Location / Requirements</b>	Based at Stevenage Football Club located at The Lamex Stadium, Broadhall Way, Stevenage, Herts, SG2 8RH. Due to the nature of the post, evening and weekend work will be required based around the Club's fixtures and events.
<b>Hours/ Remuneration</b>	Variable Hours — £8.78 subject to NMW Regulations
<b>Job Purpose</b>	<p>To provide excellent customer services at key consumer interaction points within the stadium for both match day and non-match day events including, but not limited to the following duties:</p> <ul style="list-style-type: none"> <li>• Hospitality hosting &amp; serving</li> <li>• Conference &amp; banqueting preparation &amp; hosting</li> <li>• Bar serving</li> <li>• Stadium point of sale service (retail &amp; ticketing)</li> <li>• Stadium events hosting &amp; customer engagement</li> </ul> <p>All roles shall be assigned on an individual event basis and workers shall be required to have a flexible attitude towards carrying out varied duties.</p> <p>All workers will be expected to be confident in handling cash, engaging with customers and be committed to representing the brand to the highest level of professionalism.</p>
<b>Duties and Responsibilities: Football Administration</b>	<ul style="list-style-type: none"> <li>• To provide excellent customer service at all times when undertaking any customer facing duty(s)</li> <li>• To host hospitality events, including the serving of meals and refreshments.</li> <li>• To assist with the preparation and set up of conference and banqueting events and when required assist with the serving of meals and refreshments</li> <li>• To host stadium bars, serve customers and assist with the associated workings of the bar including points of sale, set up, stock control and cleaning.</li> <li>• To operate points of sale within retail and ticketing</li> <li>• To assist in welcoming customers to stadium events and ensuring their safety needs are cared for at all times.</li> </ul>





**Personal Specification: Stadium Services Operator**

Skills, Knowledge, Qualifications & Experience	Required	Desirable
Previous experience of serving customers in either a bar, restaurant or hospitality environment.	✓	
Previous experience of operating points of sale and cash handling.	✓	
Previous experience of event set up including but not limited to conference & banqueting, restaurants and other customer-based events	✓	
Experience of delivering excellent customer services	✓	
Previous experience of working in a stadium or arena environment		✓
Previous experience of conflict resolution and problem solving	✓	
Strong organisational skills and the ability to prioritise tasks	✓	
Able to communicate effectively	✓	
Accurate timekeeping skills	✓	
Up to date first aid qualification		✓
Up to date food handling and hygiene qualification		✓
<b>Attitude/Behaviours</b>		
Takes responsibility for ensuring a high quality of work	✓	
A genuine team player who will support and motivate other members of the team	✓	
An adaptive individual who can cope well in high pressure situations	✓	
A proven ability to multi task and manages multiple projects	✓	
<b>Personal Qualities</b>		
Hardworking and enthusiastic	✓	
Good attention to detail	✓	
Recognises brand values and represents them	✓	
21 - Loyal and committed	✓	
22 – Seeks to learn and develop daily	✓	



STEVENAGE FOOTBALL CLUB  
THE LAMEX STADIUM  
BROADHALL WAY  
STEVENAGE | HERTS | SG2 8RH

WWW.STEVENAGEFC.COM  
INFO@STEVENAGEFC.COM  
01438 223223



### Application Process: Stadium Services Operator

<b>Application Instructions</b>	Interested applicants should write to or email to the Club outlining their suitability for the role in the form of a Cover Letter and submit a copy of their C.V.  Application Postal Address: Stevenage Football Club, The Lamex Stadium, Broadhall Way, Stevenage, Herts, SG2 8RH  Email Applications to: <a href="mailto:Lindsayp@stevenagefc.com">Lindsayp@stevenagefc.com</a>
<b>Application Deadline</b>	Monday 18 <sup>th</sup> February 2019 – 9am
<b>Interview Date</b>	Tuesday 26 <sup>th</sup> February 2019
<b>Role Start Date</b>	March 2019
<b>Employability Statement</b>	Stevenage Football Club is committed to be an equal opportunities provider and welcomes applicants from all members of the community. Should you require assistance with your application please contact the Club in advance of your submission.



**ASTUTE**

