



Job Description: Stadium Services Supervisor

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| Job Title | Stadium Services Supervisor |
| Department | Conference & Banqueting Match Day Events |
| Key Contacts Internal | Conference & Banqueting, Retail & Ticketing, Stadium Operations & Security |
| Key Contacts External | Subject to duties |
| Location / Requirements | 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. |
| Hours/ Remuneration | Variable Hours -- £10.78 subject to NMW Regulations |
| Job Purpose | <p>To lead small teams in providing 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"> • Hospitality hosting & serving • Conference & banqueting preparation & hosting • Bar serving • Stadium point of sale service (retail & ticketing) • Stadium events hosting & customer engagement <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 and leading teams within these areas.</p> <p>All Supervisors will be expected to be competent in cash handling and reconciliations, engaging with customers and finding solutions to problems, as well as be committed to representing the brand to the highest level of professionalism.</p> |
| Duties and Responsibilities: | <ul style="list-style-type: none"> • To lead a team of people that provide excellent customer service at all times when undertaking any customer facing duty. Ensuring that they themselves lead by example, read interaction situations and provide pragmatic solution, as well as guide all team members and provide support where necessary. • To be the lead host of hospitality events and oversee a team of servers of both meals and refreshments. Engaging with both customers, caterers and operations staff to ensure the smooth operations of all events, whilst ensuring that all relevant health and safety regulations and requirements are adhered to in line with Club Policy. • To oversee and where necessary assist with the preparation and set up of conference and banqueting events. Ensuring that all relevant health and safety regulations and requirements are adhered to in line with Club Policy. |





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| | <ul style="list-style-type: none"> To oversee designated stadium bars and their associated staff, serve customers and assist with the associated workings of the bar including points of sale, set up, stock control and cleaning. To oversee teams operating points of sale within retail and ticketing, including reconciliations, refunds and customer feedback. To lead a team in welcoming customers to stadium events and ensuring their safety needs are cared for at all times, highlighting risks and ensuring that all relevant health and safety regulations and requirements are adhered to in line with Club Policy. |
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Personal Specification: Stadium Services Supervisor

| Skills, Knowledge, Qualifications & Experience | Required | Desirable |
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| Previous experience leading teams serving customers in either a bar, restaurant or hospitality environment. | ✓ | |
| Previous experience of lead teams who are responsible for operating points of sale and cash handling. Including experience of undertaking reconciliations and shift start and end operations. | ✓ | |
| Previous experience of leading team responsible for event set up including but not limited to conference & banqueting, restaurants and other customer-based events | ✓ | |
| Experience of delivering excellent customer services and leading teams to provide a wider level of service. | ✓ | |
| Previous experience of working in a supervisory or managerial position. | | ✓ |
| Previous experience of working in a stadium or arena environment in a supervisory position. | | ✓ |
| Previous experience of conflict resolution and problem solving. | ✓ | |
| Strong organisational skills and the ability to prioritise and delegate tasks. | ✓ | |
| Able to communicate effectively to customers, team members, supporting teams and external parties. | ✓ | |
| Accurate timekeeping skills | ✓ | |
| Up to date first aid qualification | | ✓ |





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| Up to date food handling and hygiene qualification | | ✓ |
| Attitude/Behaviours | | |
| Takes responsibility for ensuring a high quality of work | ✓ | |
| A genuine team player who will support and motivate other members of the team | ✓ | |
| A leader who leads by example and is a role model to junior members of staff | ✓ | |
| An adaptive individual who can cope well in high pressure situations | ✓ | |
| A proven ability to multi task and manages multiple projects | ✓ | |
| Personal Qualities | | |
| Hardworking and enthusiastic | ✓ | |
| Good attention to detail | ✓ | |
| Recognises brand values and represents them to the highest level, installing those traits in others | ✓ | |
| Loyal and committed | ✓ | |
| Seeks to learn and develop daily | ✓ | |
| Motivates those around them | ✓ | |

Application Process: Stadium Services Supervisor

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| Application Instructions | <p>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.</p> <p>Application Postal Address: Stevenage Football Club, The Lamex Stadium, Broadhall Way, Stevenage, Herts, SG2 8RH</p> <p>Email Applications to: Lindsay@stevenagefc.com</p> |
| Application Deadline | Monday 18 th February 2019 – 9am |
| Interview Date | Tuesday 26 th February 2019 |
| Role Start Date | March 2019 |
| Employability Statement | 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. |



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