



Job Description: Bar & Events Supervisor

Job Title	Bar & Events Supervisor
Department	Conference & Banqueting Match Day Events
Key Contacts Internal	Conference & Banqueting, Bars
Key Contacts External	Suppliers, Stevenage Borough Council
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	Conferences: Midweek: 8am – 6pm subject to booking requirements Events: Evenings & Weekends 6pm – 12pm subject to booking requirements Matchdays: All home first team fixtures (evenings & weekends) Assignments to be issues by the Conference & Banqueting Manager on an individual assignment basis.
Job Purpose	<p>To organise the set up and delivery of events, whilst leading small teams in providing excellent customer service 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 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>





STEVENAGE FOOTBALL CLUB

Stevenage FC Ltd
The Lamex Stadium
Stevenage
Herts; SG2 8RH
01438 223223

www.stevenagefc.com | www.borotickets.co.uk | info@stevenagefc.com

Duties and Responsibilities:

- 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.
- 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 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.



STEVENAGE FOOTBALL CLUB

The Lamex Stadium, Broadhall Way, Stevenage, Herts; SG2 8RH
Company No: 2901467 VAT No: 396 873 483





Personal Specification: Bar & Events Supervisor

Skills, Knowledge, Qualifications & Experience	Required	Desirable
Holds Personal Premises Licence		✓
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		✓
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	✓	





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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	✓	

Application Process: Bar & Events Supervisor

Application Instructions	<p>Interested applicants should write or email 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: info@stevenagefc.com</p>
Application Deadline	Friday 4 th June 2021
Interview Date	Tuesday 8 th June 2021
Role Start Date	June 2021
Employability Statement	<p>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.</p>
Equal Opportunities Statement	<p>Stevenage Football Club is an equal opportunities employer and staff will be regarded equally and will be given equal opportunities irrespective of sex, age, race, religion or belief, marriage or civil partnership, disability, sexual orientation, gender reassignment, pregnancy or maternity, ethnic or national origin.</p> <p>Further training on Anti-Discrimination and Inclusion is available to all.</p>
Safeguarding Statement	<p>Stevenage Football Club is committed to safeguarding the welfare of children and young people and expects all staff and volunteers to endorse this commitment.</p> <p><i>Relevant information and / or documents will be distributed as part of the recruitment process.</i></p>



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