

Job Description: Stadium Services Operator

Job Title	Stadium Services Operator
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 – Maximum Rate £9.20 subject to NMW Regulations
Job Purpose	<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">• 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 staff 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>
Duties and Responsibilities: Football Administration	<ul style="list-style-type: none">• To provide excellent customer service at all times when undertaking any customer facing duty(s)• To host hospitality events, including the serving of meals and refreshments.• To assist with the preparation and set up of conference and banqueting events and when required assist with the serving of meals and refreshments• 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.• To operate points of sale within retail and ticketing• To assist in welcoming customers to stadium events and ensuring their safety needs are cared for at all times.

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		✓
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	✓	
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	✓	
Loyal and committed	✓	
Seeks to learn and develop daily	✓	

