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| xhttps://upload.wikimedia.org/wikipedia/en/thumb/8/8b/West_Bromwich_Albion.svg/1200px-West_Bromwich_Albion.svg.png |
| Name |  |
| Job Title | **Food & Beverage Supervisor** |
| Reporting to | **Assistant Venue Operations Manager****Food & Beverage Managers** |
| Statutory Positions | **None** |
| Direct Line Management Responsibility | **None** |
| Main Purpose | To ensure the efficient delivery of food and beverage service within designated sections ensuring company Standards of Performance and policies are always adhered to whilst exceeding customer expectations. |
| Working Hours  | **Contract for services. Attendance required of all home match-day fixtures.**  |
| **DUTIES AND RESPONSIBILITIES** |
| * To deliver a first class customer hospitality experience in line with company Standard of Performance Manuals resulting in customer expectations being exceeded
* To work in assigned suite/area within West Bromwich Albion Football Club
* To ensure all pre-match checks are carried out ensuring you have a full understanding of the event and all necessary equipment is on hand to ensure a smooth service for both food and beverage
* To work alongside and liaise with the Lead Chef and the kitchen brigade
* To attend a pre-event brief with the Lead Chef and Food & Beverage Supervisory team.
* To hold/attend a pre-event brief with the food service team
* To ensure a pre-event brief with the team is carried out in the absence of the Food & Beverage manager
* Promote a strong team/work ethic
* To train staff in line with Standards of Performance Manual
* To attend when requested; training deemed necessary by the club
* To hold a pre-event brief with the security team and work closely with them on the event, ensuring staff and customer safety is always at the forefront
* To carry out duties within time scales required
* To carry out duties deemed reasonable by Senior management
* To be punctual and in correct uniform
* Immaculate appearance and well groomed
* Have a keen interest in food and beverage
* Operate in a clean and tidy manner
* Take ownership of your responsibilities
* To communicate new ideas to the management team
* Strong minded with the ability to deal with situations and respond to them effectively
* Exceptional attention to detail and be able to adapt to various working environments
* You must be flexible, extremely organised and possess good interpersonal skills
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| **PERSON SPECIFICATION** |
| Essential Criteria* Highly organised and methodical approach to workload
* Confidential and diplomatic
* Strong passion for catering and customer experience
* Experience in a catering environment
* Right to Work in the UK
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**Equality and Diversity**

West Bromwich Albion FC is an equal opportunities employer and is committed to provide equality and fairness for all employees and opposes all forms of unlawful and unfair discrimination and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity.

West Bromwich Albion Football Club also welcomes applications from suitably qualified members of the armed forces family.

**Safer Recruitment**

West Bromwich Albion is committed to safeguarding and promoting the welfare of children, young people and adults at risk, therefore expect all staff and volunteers to share this commitment.

WBA’s Safeguarding, Equality and Whistleblowing policies can be accessed here <https://www.wba.co.uk/club/about-us/club-policies>

**An Enhanced DBS, References, Qualifications, Proof of Identity and Right Work in the UK checks will be required and carried out prior to commencement for this post.**

DATE : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SIGNED \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_