



Job Description & Person Specification

Position Details

Position:

Hospitality Assistant

Department:

Commercial & Hospitality

Reporting To:

Commercial Director

Summary: The successful candidate will play a key role in delivering a welcoming, professional and enjoyable experience across the Club's hospitality areas. They will assist with food and beverage service, guest interaction and the smooth operation of hospitality lounges and events at Rodney Parade.

Job Description

Key Responsibilities**Guest Experience & Service**

- Provide a warm and welcoming experience to all guests and supporters
- Deliver high standards of customer service throughout hospitality areas
- Assist with food and beverage service within lounges, boxes and event spaces
- Respond professionally and efficiently to customer requests and queries
- Maintain a positive and professional attitude at all times

Matchday & Event Operations

- Prepare hospitality areas before events and fixtures
- Clear and reset tables during and after service
- Support the smooth running of hospitality operations on matchdays and club events
- Assist supervisors and managers with operational duties as required
- Ensure hospitality areas remain clean, organised and presentable throughout service

Compliance & Professional Standards

- Follow all Club health & safety, safeguarding and food hygiene procedures
- Attend required training sessions and staff briefings
- Adhere to Club policies and standards of conduct
- Work collaboratively with colleagues across hospitality and stadium operations

Person Specification

Essential Criteria

- Excellent customer service and communication skills
- Friendly, professional and approachable manner
- Ability to work in a fast-paced environment
- Reliable and punctual with strong teamwork skills
- Flexible availability including evenings, weekends and matchdays
- Smart and professional presentation

Desirable Criteria

- Previous hospitality, catering or customer service experience
- Experience working within sport, events or stadium environments
- Food hygiene certification
- Bar or hospitality service experience
- Confidence working with members of the public in busy environments

About the Club

What We Offer

- Opportunity to work within a professional football environment
- Flexible casual working opportunities
- Matchday and event experience at Rodney Parade
- Supportive team environment
- Opportunity to gain experience within sports hospitality and events

Safeguarding & Equality

Newport County AFC is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

The Club is committed to equality, diversity and inclusion and welcomes applications from all suitably qualified candidates regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

This Job Description may be changed and/or amended at the discretion of the Club

Deadline for applications is Friday 29th May. Due to expected high volume of applicants, please assume that your application has been unsuccessful if you have not been contacted within 1 week post-application deadline. Successful applicants will be subject to an enhanced DBS check and must be able to provide contact details for two written references upon request.