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| **Job Description** | | |
| **Job Title** | Food & Beverage Supervisor | |
| **Hours of Work** | Standard working week will be a minimum of 40 hours excluding lunch breaks of half an hour daily. In addition, you will also be required to work outside normal office hours in the evening and weekends for match days, weddings and other business events as and when required to meet the demands and nature of the business. | |
| **Location** | The Pirelli Stadium, Princess Way, Burton on Trent, Staffs DE13 0AR | |
| **Responsible to** | Food & Beverage Manager | |
| **Responsible for** | Planning, preparation and delivery of first class hospitality service within the Food & Beverage department. Reporting directly to the Food & Beverage Manager and deputising when requested to do so. | |
| **Duties & responsibilities** | **Main responsibilities:**   * Work alongside, and when requested, deputise for the Food & Beverage Manager when off duty. * Work closely with existing hospitality team including the Conference & Banqueting Manager, Head Chef and his team, co-ordinators, and Bar Manager. To have direct responsibility for all front of house functions at the Club in the absence of the Food & Beverage Manager. * Supporting the preparation, planning and delivery of all food and beverage functions for an event from ordering through to completion * Confident and efficient running of all sections of hospitality including bar areas, meeting rooms, and kitchen areas * Continual awareness of the events diary on a daily basis and to escalate any issues or discrepancies requiring resolution to the Food & Beverage Manager      * Contribute towards the development of both match day hospitality and all future or potential private functions and events. To develop our match day experiences and promote other various activities that are available at the Club * When required support and assist the Conference & Banqueting Co-ordinators in various tasks including bookings and functions. Being pro-active in assisting the Food & Beverage Manager with the Events & Hospitality team at busy periods and importantly be involved in being ‘hands on’ when required. * Taking responsibility as club representative for Special Events by organising the various departments within hospitality to ensure the smooth operation of planning and preparation of each event right through to delivery. * Setting up, preparing and organising conference and meeting rooms, bar areas, holding kitchen, including re-arranging of furniture, tables and chairs in preparation for delivery ensuring rooms and adjacent areas are cleared afterwards in readiness for next event. * Responsible for customer correspondence to include communicating to relevant Food & Beverage staff and resolving any complaints or conflicts in the absence of the Food & Beverage Manager. * Keeping a record of stock, and arrange effective ordering of new or additional items when required * Preparing and raising of purchase orders for the ordering of goods and equipment within a specified budget framework. Obtaining order requisition approval, producing the PO’s, preparation forecast and co-ordination of ordering, dealing with invoice queries and maintaining open lines of communication with the Accounts Department. * Checking of any deliveries, including food, bar supplies or equipment and checking and handing over of delivery notes to the Accounts Department. * Manage and monitor the laundry requirements and any relevant laundry equipment. * Make sure all crockery and cutlery is in excellent condition, cleaned on a regular basis and replenished where necessary and stored away correctly and to keep system and stock levels sufficient. * Supporting, developing and mentoring staff team within the F&B department, including match day staff, to help and encourage to learn and develop. Ability to promote staff awareness the importance of appreciation that as a small team they are expected to support each other in their tasks * Support the Food & Beverage and Events Team, both office based and maintaining the day-to-day operation within the hospitality sector of the business, ensuring exceptional hospitality service. * Check staff are carrying out their duties in the correct sequence required to be effective and efficient in readiness for the next event by carrying out preparation procedures. * Support hospitality staff with a positive and helpful attitude leading by example. To assist in staff recruitment and carrying out staff appraisals with newer team members as requested. * Assist and support in the preparation and management of the staff rota to ensure smooth running of events and hospitality, ensuring adequate cover of staff ratio essential to each function. * Organise and attend regular staff training, including any training or development where appropriate and necessary. * To be approachable to support staff to continually grow and develop. Encourage and guide staff to maintain high levels of customer service. Ensure successful planning and standards are maintained. * To ensure staff maintain a high standard of personal hygiene and have regard at all times for the health and safety factors affecting themselves and their area of work. Making sure staff are aware of club standards of service, cleanliness and food presentation. * Ensure that all staff are fully equipped with correct uniform and correctly inducted. * Ensure all staff are fully aware of the event they are working on and what is required of them. Also that staff are aware of menu choices, ingredients and any special dietary requirements. Supervise the management of facilities by checking event details and allocation of rooms, resource and staff. * Assist in ensuring safe and correct working practices for the club including the snack outlets and store areas. To ensure correct food storage and temperatures and maintain and record. * Ensure strict awareness and compliance with all Health & Safety work practices including good practice for standards of hygiene ensuring the highest standards of safety and hygiene. Reporting and recording any accidents and dangerous occurrences. Visibly demonstrate commitment to and compliance with the safety rules. * Awareness of any improvements that can be applied to security and safety of the venue and reporting to the Food & Beverage Manager and relay any ideas and suggestions   This role may involve the necessity for reasonable lifting of whilst setting up and re-organising rooms ready for events.  This document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation.  All employees may be required to undertake any other duties as may be reasonably requested.  Equality & Safeguarding Burton Albion are committed to ensuring that equality of opportunity is at the very heart of everything we do to ensure we provide fair and non-prejudicial access to the services across the Club. We uphold everyone’s freedom of rights and choice to be different and aim to provide opportunities for everyone to succeed. It is the policy of the club that no person, whether player, job applicant, employee, volunteer or customer, shall be discriminated against. The club opposes all forms of unlawful and unfair discrimination, either direct or indirect, or harassment, on the grounds of the following ‘protected characteristics’: Age, Disability, Gender Reassignment, Marriage & civil Partnership, Pregnancy & Maternity, Race, Religion or Belief, Sex and Sexual Orientation. Anyone who is found to be in breach of this could receive disciplinary action, which may well include suspension and dismissal.Burton Albion are committed to and has both a moral and legal obligation to ensure that all children and vulnerable adults are protected and kept safe from harm whilst engaged in services organised and provided by the club and believes that the general wellbeing, welfare and safety of all children and vulnerable adults engaged in club activities is of the upmost importance. The club will fulfil its responsibilities by ensuring it displays best practice in safeguarding matters, carried out in a spirit of partnership and openness with the child or vulnerable adult, families and the relevant local authority. | |
| **Qualifications:** | 5 GCSE Grade C or above  Basic Food Hygiene  Personal Alcohol Licence | Essential  Essential  Desirable |
| **Experience:** | Experience within hospitality or housekeeping environment  Familiarisation with first class customer service  Sound knowledge of food & beverage products | Essential  Essential  Essential |
| **Skills & Knowledge:** | Excellent understanding of written English and able to communicate effectively | Essential |
| **Qualities:** | Good Communication Skills  Keen attention to detail and an excellent timekeeper  Possess a ‘can-do’ attitude and be a proactive team player  Able to work in a fast paced dynamic environment | Essential  Essential  Essential  Essential |