

# Job Description



<b>Job Title</b>	Kiosk Catering Assistant
<b>Reporting to</b>	Team Leader and/or Stand Manager
<b>Location</b>	West Bromwich Albion Football Club Stadium
<b>Main Purpose</b>	<p>Reporting to the Team Leader/Kiosk Stand Manager you will demonstrate professionalism and courtesy to customer and colleagues alike and responsible for delivery of exceptional Customer Service.</p> <p>Working as part of a team or alone, you will demonstrate initiative, be proactive and have a desire to exceed customer expectations</p> <p>You will ensure that the kiosk you are assigned to operates smoothly and efficiently throughout your shift, by excellent presentation of not only yourself, but also the kiosk, and by meeting high standards of Food and Beverage service whilst working within the Health and Safety and Food Safety Acts</p>
<b>Working Hours</b>	Casual contract – Attendance at all home match days - this may include evenings, weekends and bank holidays as required and in line with business needs

## DUTIES & RESPONSIBILITIES

Your main responsibilities for this role include, but are not limited to the following:

- To deliver a first class customer experience in line with company Standards of Performance
- To work in designated area assigned by management
- To ensure you fully understand the match-day brief
- To attend when requested, training deemed necessary by the club
- To be competent in basic arithmetic and cash handling
- To assist Managers and Supervisors when requested
- To ensure that a high standard of hygiene is maintained at all times in line with company standards
- To assist in the accurate post-match stock take, reconciliation and clean-up of kiosks
- To carry out all duties within time scales required
- To carry out any duty deemed reasonable by a Manager or Supervisor
- Committed to exceed Customer expectations
- To demonstrate commitment and determination
- To report for duty 15 minutes prior to your start time
- Being well presented in line with company standards
- To understand and carry out briefing instructions

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- To act positively to instructions from management
  - To ensure place of work is clean, well presented and merchandised in line with company standards
  - To have a full understanding of the menu offerings, meal deals and specials and to be able to convey full product knowledge to customers
  - To have strong communication, interpersonal and team working skills, with the ability to listen well and solve problems
  - To work with and alongside all of your colleagues to exceed customer expectations
  - For ensuring security of all WBAFC property, equipment, stock and cash
  - Assisting with stock to cash reconciliation
  - Ensuring the safety of yourself and your colleagues
  - Engaging with customers and ensuring they have a positive experience
  - Responding to customer complaints efficiently and effectively in a sincere manner
  - Working in line with all Health and Safety Regulations, including manual handling and COSHH
  - Working in line with the Food Safety Act
  - Reporting of any food or health hazard to your line manager
  - For the removal of all refuse to correct collection points
  - Submitting ideas that would be useful to the business
  - Being part of a culture of continuous improvement
  - Representing and being an ambassador for WBAFC and demonstrating a positive manner in all areas of work
  - Assisting colleagues in any duties deemed reasonable by any member of Management
  - To ensure all food standards are met
  - To be responsible for cooking equipment and ensure it meets criteria in cleanliness
  - To be responsible for food presentation and service, ensuring that the standards manual and guidelines are followed
  - To be responsible for the use of care of, and upkeep of catering equipment and cash equipment.
  - To be responsible for till card issued and to ensure it is left in the staff pack after each shift.
  - To take sole responsibility for all personal belongings and valuable brought onto site and any locker key purchased.
  - Loss of till card or locker key will result in a replacement having to be purchased.
  - To help supervise/train new staff when requested by management.
  - The post holder will be required to work days, evenings, weekends and bank holidays whenever a home match is scheduled.
  - Carry out duties placed on employees by the Health and Safety at Work Act 1974, Licensing Law Act 2003 and Food Safety Act 1990
  - Conversant in department staff handbook
  - To contribute positively to the Clubs vision and culture
  - To promote and adhere to the Equality, Diversity and Inclusion Policy and to work consistently to embed ED&I into everything.
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- To ensure the working environment is free from harassment and discrimination and any other form of unacceptable behaviour.
  - To fully participate in one-to-ones and departmental reviews and meetings.
  - To fully participate in annual and mid-term appraisals.
  - To understand the Club's Safeguarding policy, procedures and best practice guidelines and use these to ensure appropriate and safe working practices applicable to the role.
  - To promote and assist with Safeguarding.
  - To carry out CPD and keep up to date with any training and updates relevant to the role.
  - To ensure the health & safety within the Club for self and others is adhered to at all times.
  - To carry out all responsibilities with due regard to the Club values and all policies and procedures, in particular Health & Safety, Equality and Diversity and Safeguarding.
  - To undertake all required training, including mandatory Club Equality and Diversity, Safeguarding and Health and Safety training.

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned to the employee from time to time; or the scope of the job may change as necessitated by business demands.

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## PERSON SPECIFICATION

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### Essential Criteria

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- Able to work in a team or on own initiative and liaise with people at all levels
  - The ability to work well under pressure and in a fast paced, noisy environment
  - Be of smart appearance and professional manner
  - A quick learner
  - Highly organised and methodical approach to workload
  - Confidential and diplomatic
  - Excellent communication skills both written and verbally
  - 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.

**Applications will only be accepted when received through our online vacancy platform iRecruit:**

<https://irecruit.efl.com/vacancies>

## **Safer Recruitment**

West Bromwich Albion is committed to safeguarding and promoting the welfare of children, young people and adults at risk, therefore expects 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>

It is unlawful for the Club to employ anyone who is involved with regulated activity who is barred from doing so and we will carry out rigorous pre-employment checks and screening.

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

Signed	Name	Date