JOB VACANCY

JOB TITLE	**Hospitality Executive**
DEPARTMENT	**Commercial**

SALARY	Competitive
BENEFITS	25 days holiday, plus bank holidays
	Cycle to Work Scheme
	Private Medical Insurance & Health Cash Plan
	2 x Complimentary home match tickets
	Discounted Club Merchandise
	Enhanced Family Leave Payments
	Complimentary Gym Membership
	EV Car Scheme

RESPONSIBLE TO	Commercial Operations Manager

CONTRACT	Permanent Contract
WORKING HOURS	40 hours per week.

THE ROLE

To support the successful delivery of the Club's hospitality operations, ensuring an exceptional experience for all guests. The role will be responsible for maintaining high standards of customer service, coordinating hospitality activities and ensuring the efficient day-to-day running of matchday and non-matchday events.

Working within a fast-paced professional football environment, the postholder will help deliver a first-class hospitality experience that reflects the reputation, values and ambitions of the Club.

ROLE RESPONSIBILITIES

- Oversee and coordinate the delivery of hospitality packages across all premium hospitality areas.
- Ensure consistently high standards of customer service, presentation and guest experience.
- Support the planning and organisation of matchday hospitality operations, ensuring all areas are fully prepared and appropriately staffed.
- Act as a key point of contact for guests, responding to enquiries and resolving any issues promptly and professionally.
- Liaise with internal departments, catering provider, suppliers and external stakeholders to ensure the smooth delivery of hospitality packages.
- Assist with staff coordination, briefings and the supervision of hospitality teams.
- Maintain accurate records, bookings, guest lists, seating plans, rotas and operational information.
- Creation of sales reports and working with internal stakeholders to drive revenue.
- Monitor service standards and identify opportunities to improve efficiency and the overall guest experience.
- Support the delivery of non-matchday events, functions and corporate activities as required.

Mascot Programme & Coordination

- Oversee the administration and coordination of the Club's mascot programme, including managing bookings, enquiries and communications with families.
- Coordinate the preparation of mascot kits and packs, ensuring all relevant information and materials are arranged and distributed to families in advance of matchdays.
- Liaise with relevant internal departments to ensure all mascot arrangements and matchday experiences are organised effectively.
- Supervise and provide support to the Matchday Mascot Coordinator, ensuring the smooth running and delivery of mascot activities on matchdays.
- Monitor the overall mascot experience, identifying opportunities to enhance the experience for children and their families.

PERSON SPECIFICATION

The successful candidate will demonstrate:

- **Customer Focus:** A genuine passion for delivering excellent customer service and creating positive, memorable guest experiences.
- **Organisational Skills:** Excellent planning, administration and organisational abilities, with strong attention to detail and the ability to manage multiple priorities.
- **IT Skills:** Confident using Microsoft Office, particularly Excel, alongside other IT packages and administrative systems.
- **Communication:** Excellent verbal and written communication skills, with the ability to build positive relationships with guests, colleagues and stakeholders.
- **Teamwork & Leadership:** Ability to work effectively as part of a team, support colleagues and take responsibility for delivering operational objectives.
- **Problem Solving:** A proactive and flexible approach, with the ability to remain calm and find solutions in a busy, fast-paced environment.
- **Professionalism:** A positive, approachable and professional manner, with the ability to represent the Club to a high standard.
- **Experience:** Previous experience in hospitality, customer service, events or a similar operational environment is desirable. Supervisory or management experience would be advantageous.

Working Requirements:

- Flexibility to work matchdays, including evenings and weekends, in line with the Club's fixture schedule.
- Availability to support non-matchday events and other hospitality activities as required.
- Ability to work in a fast-paced, live sporting environment where operational demands can change at short notice.

GENERAL STATEMENT

Should an adequate number of applications be received prior to the closing date, Swansea City AFC reserve the right to remove this advert.

Due to a high demand in applications the Club will be unable to respond to those applicants who have not been shortlisted for interview.

SAFEGUARDING & WELFARE

The Company is committed to safeguarding and promoting the welfare of children and young people involved in activities and event at the Company. As part of the Company's recruitment and selection process any offers of work involving working in regulated activity with children are subject to a satisfactory enhanced DBS Disclosure and barred list check (depending on the level of supervision, frequency, and nature of contact with children).

The Company may also conduct online searches of candidates who have been shortlisted as part of its safer recruitment procedures. Appropriate references will be required.

EQUALITY, DIVERSITY & INCLUSION STATEMENT

Swansea City AFC strives to ensure it provides an environment where everyone's rights, dignity and individual worth is respected and takes a zero-tolerance approach to any form of discrimination. Equal Opportunity is an integral part of our recruitment and selection process, and we welcome applications from all individuals who feel they meet the core requirements of the role.

We are particularly encouraging applications from women, disabled people and individuals from diverse ethnic communities who are currently under-represented within the organisation.

All appointments will be made on merit of skill and experience relative to the role.