

Job Description



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| Job Title | Kiosk Stand Manager |
| Reporting to | Catering Manager |
| Location | West Bromwich Albion Football Club Stadium |
| Line Management Responsibility | Responsible for the supervision of employees under your control |
| Main Purpose | To ensure the efficient delivery of food and beverage service within designated kiosks ensuring company Standards of Performance and policies are adhered to at all times whilst exceeding customer expectations. |
| Working Hours | Casual contract – Attendance at all home match days. It is imperative for all Kiosk Stand Managers to be in attendance at all home games. 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 Standard of Performance Manuals resulting in customer expectations being exceeded
- To ensure all 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 report to the Catering Manager, any mistakes represent me
- To hold a brief with your Team Leaders and Cooks
- To ensure a pre match brief is completed to company standards
- 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 carry out duties within time scales required
- To carry out duties deemed reasonable by the Concourse Catering Manager
- To be punctual and in correct uniform
- Being well presented in line with company standards
- 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
- Strong minded with the ability to deal with situations and respond to them effectively

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- Exceptional attention to detail and be able to adapt to various working environments
 - You must be flexible, extremely organised and possess good interpersonal skills
 - A high level of communication and initiative
 - Ensure customers expectations are surpassed through interaction, anticipating their needs and handling potential issues efficiently
 - Promote good staff and interpersonal relations at all times
 - To ensure service is in line with WBAFC Standards of Performance
 - To actively deal with customer/client queries, promptly and efficiently
 - To be responsible for the use of catering equipment and report any faults to the Concourse Catering Manager.
 - To ensure the security of stock
 - Carry out duties placed on employees by the Health and Safety at Work Act 1974, the Licensing Law Act 2003 and the Food Safety Act 1990
 - Conversant in department Food & Beverage standards of performance manuals
 - Conversant in department terminal procedures
 - Conversant in department staff handbook
 - To be competent in cellar duties. To include the changing of barrelled products and gas
 - Ensure all equipment on the Kiosk is switched off in line with company policy
 - 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.
 - 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

Essential Criteria

- 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

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 |
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