**Job Description**

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| **Catering Staff** | |
| **Department** | Food & Drink |
| **Location:** | Coach Road, Newton Abbot |
| **Contract Type:** | Casual Worker & part-time, fixed term |
| **Reports to:** | Event Operations Manager |
| ***As an integral part of our dynamic team, you will play a crucial role in upholding our organization's commitment to sustainability. Regardless of your specific role in marketing, HR, procurement, or any other department, we expect all employees to actively embrace and adhere to our sustainability policies. Your dedication to environmentally conscious practices, resource efficiency, and ethical considerations will contribute to our collective efforts in fostering a responsible and sustainable workplace. We believe that each team member, regardless of their functional area, plays a vital role in promoting and implementing sustainable practices that align with our organizational values.*** | |
| ***Exeter City Football Club seeks to ensure the safety, safeguarding and wellbeing of all children, young people and adults at risk who engage in its activities.*** | |
| **Main Purpose:**   |  |  | | --- | --- | | **A diagram of a company's performance  Description automatically generated** | We are recruiting Catering Staff to join the team at Coach Road (Newton Abbot) in line with our partnership with the Devon FA.  We are committed to support the Devon County FA with their growth and sustainability initiatives at Coach Road for an initial period of 12 months and plan to deliver a refreshed menu at The County Ground to match the refurbished facilities inside the venue.  Sustainability, of both a financial and environmental nature, is a key strategic focus for Devon County FA and the Club and we are pleased to bring our experience and expertise in delivering quality, affordable and responsibly sourced food and beverage to this partnership. We are really excited to be working with the Devon FA to deliver more for the Devon Football Family and visitors at The County Ground and this is a great time to join the team. | | |
| **Role Summary**  The key responsibilities of this role are:   * Assist with the day to day operations of Coach Road food and beverage offering. * Set up hospitality areas as appropriate in line with event requirements. * Prepare and serve food and drink from the kitchen / bar to visitors and supporters. * Be present on home matchdays and support the smooth operation of these events. * Create a comfortable and welcoming environment for all guests, supporting with any set up and ensuring guests are aware of amenities and health and safety instructions. * Communicate efficiently with courtesy to all guests ensuring a professional and friendly manner. * Receive deliveries and support in management of stock within the F&B function. * Bring new initiatives, promotions to the Event Operations Manager supporting revenue growth and efficiencies. * Support the introduction of new menus and event initiatives to further grow the business revenues. * Maintain a working knowledge and certification in food hygiene, allergies and health and safety compliance. * Work as part of a close-knit team. * Attend staff meetings and training as appropriate. * Comply with all company policies and procedures and maintain the highest standards. * Promote and implement good practice and positive engagement.   This job description 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 consultation in the light of the changing business needs. | |
| **Qualifications/Experience/Knowledge required:** Please see person specification. | |

**Person Specification**

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| **Qualifications** | **Essential**  **(E)** | **Desirable**  **(D)** |
| Driving Licence (due to potential travel between sites/unsociable hours) |  | D |
| Working knowledge and certification in food hygiene, allergies, licencing act and health and safety regulations. |  | D |
| Personal licence |  | D |
| Fire Safety |  | D |
| **Skills/Competencies** | **Essential**  **(E)** | **Desirable**  **(D)** |
| Excellent time management skills. | E |  |
| Excellent food and drink service skills. | E |  |
| Ability to work well with other team members and to follow directions from supervisors | E |  |
| Clear and concise written and verbal communication. | E |  |
| Capable of building and maintaining professional working relationships. | E |  |
| Ability to supervise/manage a team. | E |  |
| An innovative thinker. | E |  |
| Brings new ideas in a constructive and thoughtful way. | E |  |
| **Knowledge & Experience** | **Essential**  **(E)** | **Desirable**  **(D)** |
| Knowledge of basic food preparation techniques |  | D |
| Experience in managing and developing client relationships. |  | D |
| A track record of successful delivery. |  | D |
| Understanding and recognition of the principles of equality and diversity. | E |  |

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| **Personal Qualities** | **Essential**  **(E)** | **Desirable**  **(D)** |
| Professional, confident and enthusiastic. | E |  |
| A resilient & adaptable individual. | E |  |
| An innovative problem solver. | E |  |
| Show integrity and honesty. | E |  |
| Attention to detail and pride in appearance. | E |  |
| A good level of fitness in line with industry demands. | E |  |
| Flexibility surrounding working pattern in line with industry demands. | E |  |
| Commitment to the safety, safeguarding and wellbeing of all children, young people and adults at risk who engage in its activities. | E |  |
| To demonstrate and promote good practice in line with the Company ethos and policy. | E |  |
| Applicants must be eligible to live and work in the UK. | E |  |

**Company Goals**

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**High Performance Football**

We continue to work hard to be the best team in Exeter City’s history and continue to invest in our first team playing budget. Striving to create the best possible environment for high performance football through our coaching, training facilities, pitches, nutrition, medical, recruitment and analysis. Our youth development & academy football remains at the heart of our model and we continue to build and refine what our Academy delivers and aim to achieve cat 2 status.

**Focus on Growth**

We build on the great work done by our media and comms team and opportunities to attract new audiences. We have ambitious plans to increase revenue as we focus on opportunities for growth in retail and merchandising and we continue to look after and value our local sponsors and partners whilst expanding our commercial horizons by putting more emphasis on what makes us as a club unique & special. We utilise our facilities more often to increase non match day revenues and improve ‘yield’ by providing better systems, facilities and raising capacity at SJP.

**One Team**

We build a trusting, collaborative environment where everyone feels valued and understands their contribution to the Clubs success through clear objectives and measures of performance. We continue to review our methods of communication listening as well as sharing more effectively. We are a Real Living Wage employer, have a transparent bonus programme for employees that’s linked to performance and development opportunities for all. We are committed to continuing to review resources where appropriate and affordable ensuring investment in new talent to drive growth and invest in an apprenticeship and internship programme.

**Financial Sustainability**

We set & maintain high standards in everything we do and ensure financial sustainability in line with a growth mindset. We work to be more prepared in investment in our future and have more robust financial planning and financial controls across the Club. We reduce reliance on transfer fees and increase our ability to invest in major capex projects not being afraid to invest where necessary to protect the Club & limit unnecessary risks.

**Outstanding Supporter & Community Engagement**

We continue to invest in the facilities at SJP and do all we can to make ECFC the most inclusive club in the EFL in partnership with ECCT. We continue to invest in women’s football and help to grow the game and its profile amongst our supporters. In partnership with the Trust, we strive to be the preeminent supporter owned club in the country and endeavour to achieve EFL ‘green club’ status.

**Employee Benefits**

As a Club it is important to us to provide a competitive employee benefits package as we understand this plays an important role in supporting our team.

Benefit packages vary from one organisation to the next, however our central theme is to help improve the wellbeing of staff and demonstrate that we are willing to offer above and beyond the minimum requirements to foster a positive working relationship.

We hope our benefits package can play a significant role when it comes to recruitment and retention and we have set out the Company’s employee benefits to provide transparency and equality to all employees.

We will continue to review our remuneration package to ensure it is considered attractive and competitive.

We offer:

* Hybrid working, with flexible working pattern (dependant on role)
* Annual pay review process in line with objectives and performance
* Annual discretionary company bonus
* Company sick pay 5 days full pay based on a rolling year
* Income protection plan
* Birthday day off
* Enhanced annual leave
* Cycle Scheme
* Employee Assistance Programme
* Medicash
* Employee discounts (internally and external businesses)
* Free on-site parking