

Partick Thistle FC
Hospitality Supervisor

POST	Hospitality Supervisor
HOURS	40 hours per week
SALARY	Competitive, dependent on experience
REPORTS TO:	CEO of Partick Thistle FC
START DATE:	Negotiable, from December 1st 2018

JOB PURPOSE

The Supervisor Role is one that sits within the broader 'customer services' function of the football Stadium.

Working closely with the CEO on the day to day running of the Stadium's hospitality, the post will provide a high level of service to meet the overall business and staff goals.

The Supervisor will lead in the provision of a varied and high quality service, supporting private events, match day hospitality and conference business.

The Supervisor reports to the CEO and is the direct line manager for day to day floor staff and bar staff employed by Partick Thistle and complies with company policies, procedures and industry legislation.

KEY TASKS

- To achieve daily staff and financial **targets** set by the CEO
- To **line manage** on a day to day basis the hospitality team
- To draft and implement **rotas**
- To ensure the overall Thistle **ambience** is maintained in line with company policy
- Ensure **aspirational standards** of food and drink service are implemented through the team
- To work with the **kitchen** team, where applicable to ensure a seamless service to the customer
- To work to bring high level delivery to all **events**

- To ensure the highest levels of **cleanliness and tidiness** are achieved in the bar areas at all times
- To have an up to date and ongoing knowledge of **compliance** matters e.g. licensing, health, safety, hygiene and employment law
- To undertake **training** across various subjects, from product knowledge to customer service to continuously improve the service delivery.
- Ensure day to day **cash control** adhering to company policies and procedures, along with banking, payroll, stock, repairs and sundry expenses as relevant
- Where relevant, attend **team meetings**
- Adhere to **HR policies and procedures** and ensure floor staff are trained and supported in all aspects of **supervision and management**
- Support the CEO in the maintenance and monitoring of all **timesheets, annual leave etc**
- Roll out **induction and training** programmes for hospitality staff as delegated by the CEO
- Support the development of attracting external business such as **visitor and tourist business** as well as developing local business interactions
- Support the CEO in gathering and responding to **customer feedback**

Health and Safety

- Engage in all aspects of safe and efficient working practices in line with Health and Safety at Work legislation, the company's health and safety policy and Food Standards Scotland.

Other

- Undertake a wider **Duty Management** function to support the business delivery across the stadium
- Carry out any **other reasonable duties** that may be requested by the CEO

Person Specification

Hospitality Supervisor, PTFC

Criteria	Essential	Desirable	Evidence
Education, Qualifications & Training	<p>College based training course or equivalent work experience</p> <p>Personal Licence holder</p>	<p>Certificated training in beers, wines, spirits</p> <p>Foundation Food Hygiene Certificate</p> <p>COSHH Training</p>	<p>Application</p> <p>Certificates</p>
Skills, Knowledge & Competencies	<p>Minimum of 2 years working in a hospitality environment at a similar level</p> <p>Ability to provide food and service of the highest standard</p> <p>Ability to follow detailed instructions and produce consistent results</p> <p>Experience of high customer service standards</p> <p>Excellent communication and interpersonal skills with ability to articulate ideas and views clearly</p> <p>Excellent team worker</p> <p>Enthusiastic and positive approach to work</p> <p>Ability to work effectively under pressure</p> <p>Applied experience of Health and Safety at work</p>	<p>A passion for food and service</p>	<p>Application</p> <p>Certificates</p>
Other	<p>Flexible approach to working hours</p> <p>Have proof of 'Right to Work' in the UK and be in possession of a valid UK National Insurance number.</p> <p>Have a UK bank account in your own name.</p> <p>Be able to converse fluently in English</p>	<p>Live within a reasonable travelling distance from the venue</p> <p>Clean driving License</p>	<p>Application</p>

To apply for this role, please send a CV and covering letter to mail@ptfc.co.uk with subject heading "Hospitality Supervisor".

Partick Thistle Football Club is an Equal Opportunities Employer.