



Job Description

PART-TIME HOSPITALITY SUPERVISOR

About Leicestershire County Cricket Club

Leicestershire County Cricket Club (LCCC) is one of eighteen first-class county clubs within the domestic cricket structure of England and Wales. It represents the historic county of Leicestershire as well as being representative of the county of Rutland. The Club's limited overs team is called the Leicestershire Foxes.

One of the Club's aims is to make its county ground the "premium Leicestershire outdoor venue" for concerts and first-class events, with the delivery of an ambitious events programme once the pandemic is behind us. It also wants to improve the way it manages staff, create a diversity action plan, and host regular members' forums. LCCC has a strong membership heritage and we are ambitious in our plans to increase our supporter base significantly over the next five years. With exciting expansion plans in place, this is a great but challenging time to join the Running Foxes.

Job Role: Part-Time Hospitality Supervisor (21 hours per week)

Reports to: Hospitality Services Manager

Job Profile: Deputising for the Hospitality Services Manager in their absence and management of customer bookings, customer service, staffing and cashing up requirements, with other duties as appropriate.

Weekly hours: A total of 35 hours per week, with flexibility over specific days worked and an emphasis on matchdays during the cricket season.

Location: Uptonsteel County Ground, Grace Road, Leicester, LE2 8AD

Main Duties:

1. Match day responsibilities - management of an area as assigned including customer bookings, staffing, customer service, responsibility for all till cash / credit card reconciliation and other duties as required
2. Recruitment, training, and rota organisation of all waiting / bar staff / front of house staff
3. Supporting/Supervising the delivery of non-match-based functions and business

4. Responsible for ensuring all rooms and bars are set up in accordance with room booking sheets, or standard needed for match day and non-match day usage
5. To maintain stock control records for food and drink
6. Take responsibility for all till cash / credit card reconciliation and report shortfalls or errors to the Hospitality Services Manager immediately
7. Assist in the administration of the business through preparation of menus, table plans, and place cards.
8. To maintain laundry records, and identify shortfalls in service, and rectify
9. To assist in the achievement of agreed department Key Performance Indicators (KPIs) and targets
10. Undertake the appropriate opening and closing procedures within hospitality functions, including cash handling and stock security, and to support the achievement of presentation standards, business, and service targets of LCCC
11. When acting as Duty Manager, to report any service issues or customer feedback to the Hospitality Services Manager on their return to duty. In their absence you will be responsible for all aspects of Food and Beverage service
12. Ensure adherence to all licensing conditions, health and safety regulations including HACCP and COSHH
13. To ensure that all catering areas are kept in a clean and hygienic condition at all times, ensuring that staff are supervised and checked when cleaning down areas after all events
14. Any other duties requested that may reasonably be expected in this role

Person Specification:

Knowledge, Skills and Experience:

- Proven record within the hospitality industry
- Experience of working in Conference and Banqueting or sports stadia hospitality sectors would be useful
- A desire to self-develop and develop those around them
- The desire to take catering and hospitality services at Leicestershire CCC to the next level
- Good understanding of all licensing conditions, health and safety regulations including HACCP and COSHH.
- Someone who loves providing great service and meeting and talking to new people
- Is highly organised and accurate in everything they do
- Ability to juggle a number of pieces of work at any time and deliver to deadlines
- IT literacy
- Able to build effective relationships, internally and externally
- As matchdays run on evenings and weekends, with hospitality events also running in the evening, the ability to work flexible hours (outside of 9.00am to 5.00pm and during weekends on occasions)

To apply:

If you have the necessary skills and characteristics to meet the challenge, then please email your CV with a covering letter to Jacqui Dean, Administration and Governance Manager at jacquidean@leicestershireccc.co.uk

Please note that only shortlisted applicants will be notified and invited to interview.

Closing Date for applications: 5.00pm on Friday 12th August 2022

Interviews: Asap after closing date.

Leicestershire County Cricket Club reserves the right to bring forward the closing date dependant on the number of applicants.

We may not be able to reply to unsuccessful applicants due to the volume that is received. If you have not heard from us within four weeks of the closing date your application has been unsuccessful.

Equal Opportunities in Employment Policy Statement

Leicestershire County Cricket Club will ensure that all existing and potential employees receive equal consideration, and is committed to the elimination of unlawful or unfair discrimination on the grounds of gender, race, disability, colour, ethnic and national origin, nationality, sexuality, marital status, responsibility for dependents, religion, trade union activity and age.

It is the intention of Leicestershire County Cricket Club that its work force, at all levels, should reflect the composition of the city's population. To achieve this Leicestershire County Cricket Club will take active and positive steps to eliminate discrimination and to promote equality in employment.