

JOB DESCRIPTION: Retail Kiosk Supervisor

Department	Hospitality & Catering
Remuneration	£12.90 p/h plus bonus for achieving match day objectives
Location	Liberty Stadium, SA1 2FA
Contract / Working Pattern	Casual Role / Ad-hoc hours. Will include unsociable hours such as evenings, weekends, and bank holidays.
The Role	<p>To lead a team to deliver high-quality food and drink service to customers on Match Day and Non-Match Day events.</p> <p>To organise bar and food stocks, to set up and clean down kiosks before and after match days. To ensure business meets all health & safety & environmental health requirements under guidance from management and supervisory staff.</p> <p>To take responsibility for the front of house kiosk pre and post service in their set up and clean down.</p>
Core Duties	<ul style="list-style-type: none"> To assist in ensuring cleaning areas under your control are maintained to a high standard in accordance with pre-open and closing schedules / check lists. Comply with all regulations regarding Health and Safety and Food Hygiene including specific Company. To gain an understanding and follow Company customer care training, quality systems and procedures. High quality customer service and care ensuring customers have excellent experience. Managing stock and taking cashless payments. Lead and support tour team throughout the shift. Serving guests in a friendly, welcoming, and efficient manner while maintaining a clean and safe work environment. To assist in taking necessary steps to ensure the all front of house and bars areas complies with Food Hygiene Regulations and Health and Safety Act, and all other relevant regulations. Work as part of a team. To report, and where possible take action for, any incidences of fire, damage, loss, breakdowns or other occurrences that effect service, safety of fellow staff and customers. Achieving pre agreed targets involving, sales, wastage, speed of service, training staff, clean down etc..
General	<ul style="list-style-type: none"> Follow all Club Policies, such as Equality & Diversity, Health & Safety, Safeguarding, Anti-Corruption & Bribery and GDPR. Make suggestions to improve the working environment and contribute to positive employee relations within your area of work and Swansea City Football Club as a whole.

	<ul style="list-style-type: none"> To take reasonable care for the health and safety of yourself and other employees and members of the public who may be affected by your acts or omissions at work. To comply with all aspects of the Swansea City Football Club Health and Safety Policy and Arrangements, to enable the Company to perform its civil and statutory obligations in relation to Health & Safety. Ensure effective communication within your work team and across Swansea City whilst actively offering support and guidance as necessary. 		
Person Specification	Qualifications	Essential	Desirable
	Level 1 or above Food Hygiene Certificate/ Pass the Club Induction.	✓	
	Relevant qualification in Health & Safety.		✓
	Experience		
	Customer facing experience		✓
	Relevant experience of working in retail / hospitality.	✓	
	Working as part of the team to ensure catering hygiene standards are delivered to the highest standards.		✓
	Skills & Qualities		
	Excellent organisational skills	✓	
	Ability to work under pressure during busy period pre match and at half time.	✓	
	Experience leading a team.	✓	
	Able to train and up skill team members.	✓	
	Good verbal communication skills.	✓	
	Ability to use a till and cashless payments.		✓
	Ability to work flexibly including evenings and weekends.	✓	
	Ability to delivery excellent customer care, polite, good attitude, and smile!	✓	

If you believe you have the right mix of skills for this position, please complete the Application Form available [here](#) or email jobs@swanseacity.com to request an application form.

Please note CV's will not be accepted.



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 Black, Asian and Minority Ethnic (BAME) individuals who are currently under-represented within the organisation.

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

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). Appropriate references are also required.

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