



Blackburn Rovers Football & Athletic Ltd

Job Description

Job Title:	Casual Catering Assistant
Department:	Catering
Based at:	Ewood Park, Blackburn, BB2 4JF. However flexibility regarding location is required.
Reports to:	Catering Manager
Responsible for:	N/A
Hours of work:	There are no fixed hours for this role. The hours of work are as and when required during weekdays (Monday – Friday).
Rate of pay:	Age related NMW
Contractual Status:	Casual worker
<u>1. Job purpose:</u>	To assist with the smooth running of the Concourse Kiosk, with a key focus on high standards of service and product. This must be achieved in conjunction with strict stock control measures and high standard of cleanliness.
<u>2. Duties and responsibilities</u>	<ul style="list-style-type: none"> • Maintain a high standard of customer service and customer management at all times. • Assist with all deliveries and secure to avoid pilferages or spoilage • To ensure all deliveries are checked for discrepancies against the delivery notes. In the event of short deliveries, notes must be made on the delivery note and countersigned by the driver and you. All goods must be stored and locked away in the appropriate cellar or storeroom. • To carry out stock take on all kiosks on the first working day after a home match as and when required. This includes freezer stock take after every game. • To ensure all good with the shortest dates are used first. All dates on goods in kiosks must be checked and a note made on the stock sheet of all short life stock. • To ensure all rubbish is removed from the kiosk and tied correctly after a match. Also rubbish bins need to be checked, cleaned and re-bagged. All rubbish must then be taken to the designated areas. • Hygiene Adult and Cleaning Plans – After the hygiene audit has been carried out. • Ensure Health and Safety procedures are followed at all times and to report any breaches immediately. • Maintenance faults – Any Maintenance faults within the stadium kiosks must be reported to your immediate line manager at the earliest convenience so that repairs can be arranged before the next home game. • Catering Stores – It is the responsibility of the Catering Assistant to always keep stores clean, tidy and in order with the shortest life stock distributed first. • Stock distribution – Stock must be distributed according to the stock sheet. Any changes to the stocking sheet must be authorized by your



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	<p>immediate line manager beforehand. All stocking must be completed by 1pm on the day before a match.</p> <ul style="list-style-type: none"> • To attend de-brief meeting at the end of every match. • Training and monitoring of any new members of staff (including agencies) as and when required. • Ensure all equipment is working correctly before opening. • To be able to comply with Ground Licensing Law at all times. • Comply with C.O.S.H.H., Food Hygiene, Company Health and Safety regulations. • To deal with complaints in a polite manner and in accordance with the company's customer charter. • To Carry identification card at all times and present when necessary. • To assist with any other duties which may assist with the smooth running of the department.
3. Skills required:	<ul style="list-style-type: none"> • Ability to communicate orally and written. • Ability to meet tight deadlines and priorities when necessary. • Competent in transferring skills. • Good timekeeping and attendance. • Excellent organizational skills. • Ability to work independently and as part of a team. • Proactively carry out duties in the absence of others when necessary.
4. Knowledge required:	<ul style="list-style-type: none"> • Basic knowledge of food hygiene. • Good knowledge of Health and Safety procedures and regulations. • Excellent knowledge of accident reporting procedures.
5. Qualifications required:	<ul style="list-style-type: none"> • 5 GCSE's at Grade C or above. • Food Hygiene training or willingness to work towards.
DBS Check Required:	No

The document is a guide only and 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 the light of changing needs of the organisation.

How to Apply

Due to high-levels of interest, this post might close early so early application is advised, otherwise the closing date is **5pm on Thursday 24th January 2019**. To apply, please email your application form and covering letter to cateringrecruitment@rovers.co.uk. CV's will not be accepted.

Equality and Diversity

Blackburn Rovers FC is committed to the principle of equal opportunity in employment and its employment policies for recruitment, selection, training, development and promotion are designed to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, religion or belief, sex, sexual orientation, marital status, age, ethnic and national





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origin, disability or gender reassignment.

Safer Recruitment

Blackburn Rovers FC is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. The successful applicant will be required to undertake appropriate safeguarding checks as well as providing proof of right to work in the UK.