



# Blackburn Rovers Football & Athletic Ltd

## Job Description

<b>Job Title:</b>	Kiosk Supervisor
<b>Department:</b>	Concourse Catering
<b>Based at:</b>	Ewood Park, Blackburn, BB2 4JF.
<b>Reports to:</b>	Section Manager/ Catering Manager
<b>Responsible for:</b>	Kiosk Staff
<b>Hours of work:</b>	Match days and other events, this will include evening and weekend work. You will liaise with your line manager on a weekly basis on whether you are available or needed for work.
<b>Contractual Status:</b>	Casual worker
<b><u>1. Job Purpose:</u></b>	To assist with the smooth running of the assigned kiosk, supervise the staff in your kiosk and to help deliver a high level of experience and service to the visitors at Ewood Park.
<b><u>2. Duties and Responsibilities</u></b>	<ul style="list-style-type: none"> <li>• To ensure food and beverages are served as efficiently as possible to the highest standard.</li> <li>• Comply with food and hygiene regulations, company Health &amp; Safety regulations, Licensing law and Ground Regulations.</li> <li>• Maintain excellent customer care and service at all times.</li> <li>• Ensure all money taken during service is checked, handled, and stored correctly.</li> <li>• To attend team briefing meetings before every assignment.</li> <li>• To ensure all goods are displayed correctly and are attractive and visible to customers.</li> <li>• Ensure all work surfaces and counter tops are kept clean and free from rubbish.</li> <li>• Train and monitor new or agency staff.</li> <li>• Monitor and lead your team during service, dealing with any problems that may arise during the assignment.</li> <li>• Ensure that all paperwork is completed to the standard expected.</li> <li>• To maintain good housekeeping i.e. cleaning procedures are maintained to the highest standard at all times, adopting a “clean as you go” policy.</li> <li>• To ensure all rubbish and at the end of service is correctly disposed in the skips provided.</li> <li>• Store all unused and fresh stock correctly.</li> <li>• Cook, prepare and serve food items in an efficient, hygienic manner and to the highest standard.</li> <li>• To assist with any other reasonable tasks which may help in the smooth running of the department.</li> <li>•</li> </ul>
<b><u>3. Skills Required</u></b>	<ul style="list-style-type: none"> <li>• Good organisational skills</li> <li>• Be able to lead a team and motivate staff during busy times</li> <li>• Excellent communication skills</li> </ul>



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	<ul style="list-style-type: none"><li>• Good timekeeping and punctuality</li></ul>
<b>4. Knowledge Required</b>	<ul style="list-style-type: none"><li>• Knowledge of health and safety</li><li>• Knowledge of food hygiene</li></ul>
<b>5. Qualifications Required:</b>	<ul style="list-style-type: none"><li>• Food Hygiene certificate (desirable)</li><li>• There are no specific qualifications required for this role. Training will be provided.</li></ul>
<b>DBS Check Required:</b>	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**

To apply, please email your application form and covering letter to [cateringrecruitment@rovers.co.uk](mailto: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 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 job holder will be required to undertake appropriate safeguarding checks as well as providing proof of right to work in the UK.