

TRENT BRIDGE  
EST. 1838

# CANDIDATE BRIEF

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**CASUAL BAR & HOSPITALITY ASSISTANTS  
(MATCH DAYS ONLY)  
2025 Season**



We are Trent Bridge, a cricket ground of global repute first established in 1838.

We're proud of our illustrious history but mindful too that our future prosperity is reliant on continual investment in our facilities, our professional team, our restaurant and our lauded community programmes.

We are currently recruiting for enthusiastic individuals to join our bar & waiting team ahead of another busy cricket season at Trent Bridge

Are you someone who can be attentive to our guests, go the extra mile and create unforgettable memories? Our focus is on bringing people together, going above and beyond to give back where and when it's needed most.

If you believe you have what it takes to join our team, then we would love to hear from you!

## **JOB DESCRIPTION**

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### **CASUAL BAR & HOSPITALITY ASSISTANTS**

**RESPONSIBLE TO:** Duty Managers and Supervisors

**RESPONSIBLE FOR:** N/A

#### **Role responsibilities:**

- Completing room setup & breakdown
- Counting stock
- Attending briefings
- Providing a warm and friendly welcome to customers
- Serving alcohol or non-alcohol beverages for bar and restaurant with the highest standard
- Using a till to take orders and process payments
- Effectively and efficiently responding to customer queries and needs
- Learning and retaining product knowledge that can be confidently passed on to customers
- Maintaining a clean and organised bar area, including quickly responding to spills and other health and safety hazards
- Adhering to uniform standards
- Following correct procedures regarding room setup and breakdown
- Complying with Health and Safety procedures at all times
- Check customers' identification and confirm it meets legal drinking age
- Comply with all food and beverage regulations
- Enhancing the customer experience when the opportunity arises and going above and beyond

#### **Experience and training:**

- Ideally you will have experience of working in hospitality within a large-scale in the food and beverage environment
- No formal qualifications are required but a good standard of English spoken language is required
- We place focus on the right attitude and the ability to embrace our culture, good communication skills in order to be able to liaise with a wide range of team members and customers within your work environment
- Takes pride in personal appearance and hygiene
- Self-motivated
- Ability to work under pressure whilst maintaining a positive attitude, relaxed environment.

## **EQUITY, DIVERSITY AND INCLUSION**

Nottinghamshire County Cricket Club is committed to being an Equal Opportunities Employer.

The Club recognises the benefits of a diverse workforce and is committed to providing a working environment that is free from discrimination.

The Club will seek to promote the principles of equality and diversity in all its dealings with employees, workers, job applicants, clients, customers, suppliers, contractors, recruitment agencies and the public.

All employees and those who act on the Club's behalf are required to adhere to this policy when undertaking their duties or when representing the Club in any other guise.

## **SAFEGUARDING**

Nottinghamshire County Cricket Club is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

We ensure that we have a range of policies and procedures in place which promote safeguarding and safer working practice across our services and are committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and the ECB requirements to ensure that all children participating in Cricket have a safe, positive and fun experience, whatever their level of involvement.



**PERSON SPECIFICATION**

**BAR & HOSPITALITY SUPERVISORS**

	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>		<ul style="list-style-type: none"> <li>• Experience of working to a tight schedule</li> <li>• Previous experience working in bar, hospitality or another customer facing role</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent product knowledge of food and drink</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of a high-volume operation.</li> <li>• A knowledge of licensing law</li> <li>• Knowledge and effective use of till systems</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Clear communicator, with good command of the English language (speaking, reading and writing).</li> <li>• Personable &amp; approachable, with the ability to respond positively to customer &amp; staff needs.</li> <li>• Flexible, punctual and reliable.</li> <li>• Comfortable &amp; confident when working as part of a team, but also working alone.</li> <li>• Committed team player, being able to forge good working relationships within the team.</li> <li>• Keen eye for detail</li> </ul>	
<b>Qualifications</b>		<ul style="list-style-type: none"> <li>• No formal qualifications are needed for this role; however, a good standard of numeracy and literacy is required.</li> <li>• COSHH training</li> </ul>

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		<ul style="list-style-type: none"> <li>• Food hygiene certificate or a willingness to learn</li> </ul>
<b>Qualities &amp; Attitude</b>	<ul style="list-style-type: none"> <li>• High standards of honesty and integrity</li> <li>• High standards of cleanliness and hygiene</li> <li>• Strong work ethic and totally reliable</li> <li>• Open and receptive to new information, possessing a common-sense approach</li> <li>• Ability to build a good rapport with others in a warm, natural and professional manner</li> <li>• A good standard of personal presentation</li> <li>• Requiring minimal supervision</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• High standard of personal grooming, dress and appearance.</li> </ul>	

HOW TO APPLY

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If you would like to join us at Trent Bridge please send your CV and covering letter to:

[recruitment@trentbridge.co.uk](mailto:recruitment@trentbridge.co.uk)

Or post to:  
HR Department  
Nottinghamshire County Cricket Club  
Trent Bridge  
Nottingham  
NG2 6AG

We will be holding interviews and training days in March and April 2025

We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.

We are committed to safeguarding and promoting the welfare of children, young people and adults and expect the same commitment from all staff and volunteers.

We are an equal opportunity employer. We celebrate diversity and are committed to building an inclusive environment for all employees. When submitting your details, please let us know if you require any support or reasonable adjustments during the interview process.