

TRENT BRIDGE  
EST. 1838

# CANDIDATE BRIEF

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## CASUAL BAR & HOSPITALITY SUPERVISORS (MATCH DAYS ONLY) 2024 Season



TRENT BRIDGE  
EST. 1838

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 casual bar & hospitality supervisors

Previous experience in bar and hospitality will be an advantage, but training will be provided



### **The Purpose of the role:**

We are looking for an ambitious, respectful and experienced supervisor, who is not afraid to roll their sleeves up, lead by example, and deliver amazing results. Guiding and coaching your team to deliver incredible products and services with integrity and passion. You share the courteous and hospitable values of your Senior Managers and these will cascade down through your team and to your customers.

Being accountable for and proud of your section, you will grow a caring team that work collaboratively and seamlessly with back of house and the rest of the team to deliver our common goals of outstanding customer experience.

Our focus is on bringing people together, going above and beyond to give back where and when it's needed most.

## **JOB DESCRIPTION**

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### **CASUAL BAR & HOSPITALITY SUPERVISORS**

**RESPONSIBLE TO:** HEAD OF CATERING

**RESPONSIBLE FOR:** Casual Bar & Hospitality Assistants

#### **Role responsibilities:**

- To provide daily leadership and clear guidance to the department team in the form of being a constant presence within the team, competent planning, good communication and being the first point of contact for bar or hospitality team staff.
- To deputise for the Hospitality Duty Managers in their absence.
- Daily planning and prioritisation of tasks, Oversee the service provided in your section of the food and beverage area you are working within and filling in the correct daily paperwork to allow your team to know their tasks for the shift ahead.
- To process payments including credit card, room charge and cash handling
- To actively work with other departments to ensure that customers have the best experience possible
- Maintain an efficient Bar and stock room
- To train, develop and coach team members.
- To ensure that all company policy and procedure is followed, including health & safety, hygiene, legislation and employment law.
- To support team members during busy periods including taking serving over the bar, taking orders, hosting and food delivery
- To complete cleaning checks areas are clean and correct the for the next event.
- To undertake regular quality checks on staff, managing poor performance in line with company procedures.
- To ensure the smooth running of the hospitality suites during meal service, being responsible for special diets, ensuring enough food is brought out to the hot serveries and liaising with group organisers.
- To ensure the hospitality areas are kept clean, tidy and set up correctly for each group, with correct number of tables, chairs, table signs etc.

- To ensure food hygiene regulations are met within our dining room and food service
- To ensure you and your team adhere to safe practise when using of chemicals, wearing the appropriate protective equipment where necessary and correct dose used.
- Check customers' identification and confirm it meets legal drinking age
- To help the Duty Managers in both hospitality and bar sectors actively promote teamwork within your department
- To undertake other duties as requested by Head of Catering and Duty Managers
- Venue Maintenance – Ensuring the ambiance of the venue is as warm, welcoming, tidy and safe as possible, you communicate any issues clearly to senior management.

### **Experience and training:**

- Ideally you will have experience of working in Hospitality within a large-scale in the food and beverage environment, Previous experience supervising frontline teams within a similar 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 and able to use own initiative
- 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

	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience in a supervisor role, leading a team</li> <li>• Previous experience working in Bar, hospitality or another customer facing role.</li> <li>• Previous experience of managing and leading a team.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working to a tight schedule or regular task list</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>• Being able to manage and supervise a team.</li> <li>• Methodical, organised, planning schedules and being able to prioritise tasks.</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</li> </ul>	

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	<p>relationships within the team.</p> <ul style="list-style-type: none"> <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> <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 April 2024

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.