



Morecambe Football Club are on the lookout for a new Concession Kiosk Head Co-Ordinator. This role will oversee our Food & Beverage counters around the Mazuma Stadium – with a purpose to ensure that they are all running effectively on a matchday. The role will involve some pre matchday work to ensure that they are all set up correctly with all equipment operating as expected and all stock counted accurately and distributed appropriately. Crucially, the role involves overseeing the matchday operation of the kiosks around the ground – with a duty to supervise across the stadium, dealing promptly with enquiries and any issues that may arise. You would be expected to work for around 4 hours prior to a matchday to set up – and then around 6 hours on a matchday (usually Tuesday and Saturdays). The role will be permanent and part time, during the football season (July to May). There will be opportunities to take on further work in the off-season. All those who join the team will benefit from access to exclusive club events and ongoing training and development opportunities. Most importantly, you will be helping to contribute to a fantastic matchday experience for all supporters who visit Morecambe FC! If this is of interest to you, please refer to the below job description and complete our application form, returning this along with your CV to recruitment@morecambefc.com

JOB DESCRIPTION

REF - MFCCKHC1 – 07/21

Morecambe FC - Concession Kiosk Head Co-Ordinator	
Department	Matchday Operations
Reports to	Operations Manager
Contract	Part time, permanent during football season (44 weeks roughly)
Full terms of agreement	To be discussed upon successful application
Hours of work	10 hours per week with overtime opportunities
Remuneration	£10.80 per hour
Holiday entitlement	To be discussed
Key internal relationships	Stadium Manager, Operations Manager, Hospitality & Concourse staff and the general public
Purpose of the role	To ensure that our Food and Beverage counters are managed, set up correctly, stock counted accurately and smoothly operated on match days.
Key Tasks & Responsibilities	<ul style="list-style-type: none"> • Preparation and setup of food & beverage counters located throughout the stadium • Leading a team of staff to deliver efficient service in a fast paced environment • Maintain high levels of organisation to provide maximum levels of service

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| | <ul style="list-style-type: none">• Keep staff focussed on their specific task during peak service periods• Ensure all staff correctly follow all appropriate licensing legislation• Ensure all staff are aware of emergency procedures• Ensure staff sign in/out of the food counters as appropriate• Cash handling & reconciliation, stock management• Other duties as required within the Hospitality & Events department• Be able to recognise, respond to and report any safeguarding issues in line with Club Policy & Procedure |
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PERSONAL SPECIFICATION

		Essential	Desirable
Knowledge & Experience			
	Experience of working at public events		✓
	Previous experience of working in hospitality	✓	
	Experience helping and communicating with members of staff and the general public	✓	
	An understanding of concourse service delivery		✓
	Relevant bar/hospitality training qualifications		✓
Personal Qualities & Skills			
	Interpersonal skills – must be a consistent team performer and able to forge excellent working relationships	✓	
	Have a polite and courteous manner and a personable approach	✓	
	Energetic and forward thinking	✓	
	Can offer solutions to problems, using initiative and common sense	✓	
	Willing to work in high pressure situations	✓	
	Confident, positive and happy speaking/interacting with people	✓	
	Be organised and have good time management skills	✓	
	Reliable and dependable at all times	✓	
	Honest, reliable and trustworthy	✓	
Safeguarding			
	To have due regard for safeguarding and child protection policies, including the welfare of children and young people	✓	
	All Employees are subject to DBS checks, with our safeguarding officer	✓	
Other			
	A willingness to learn and develop as an individual through CPD	✓	
	Applicants must be over the age of 18	✓	

The Employee must at all times carry out his/her responsibilities with due regard to Morecambe FC policies and procedures.

The Employee must act to protect all young people and vulnerable adults that are in their care, following the Club's Safeguarding and Child Protection Policy at all times. The Employee must report any misconduct or suspected misconduct to the Safeguarding Manager.

The Employee must ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relations amongst employees, Employee and customers.

The above Role Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the Club.