**JOB DESCRIPTION**

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<th><strong>Job title:</strong></th>
<th>Bartender (must be 18+ years)</th>
<th><strong>Salary:</strong></th>
<th>Competitive plus holiday pay</th>
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| **Hours of work:** | Flexible hours to include home match days as required and other functions which will include evenings and weekends | **Contractual status:** | • Zero hours contract  
• Fixed term to 31st May 2022 |
| **Location:** | Turf Moor, Harry Potts Way, Burnley, Lancashire, BB10 4BX | **Reporting to:** | Hospitality Operations Manager |

**Job Summary:**
Provide an excellent customer service to guests in hospitality areas by serving drinks and taking drink orders.

**Role and Responsibilities:**
- Serve corporate guests in our hospitality areas with drinks, taking table orders, clearing glasses (on a tray).
- Operate a till system.
- Carry out end of shift reporting.
- Maintain the highest standards of cleanliness and safety.
- Ensure that all our guests experience an engaging and friendly atmosphere and leave happy and satisfied.
- Be a champion of the Burnley FC brand and standards.
- Comply with all Club policies.
- Promote the Burnley FC brand and ethos in a professional, strong, and positive manner.
- Work alongside other team members to support in other areas of the organisation as and when required to promote best practice.
- To understand the Club’s Safeguarding policy.
- Hold a commitment to equality and diversity in the workplace.
- Willingness to attend training courses including Safeguarding and Equality and Diversity.
- Always demonstrate the Club’s values.
- Undertake any other duties appropriate to this role.

**PERSON SPECIFICATION**

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<th><strong>CRITERIA</strong></th>
<th><strong>ESSENTIAL</strong></th>
<th><strong>DESIRABLE</strong></th>
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| **EXPERIENCE & SKILLS** | • Ability to work well under pressure in a fast paced environment.  
• Time management skills. | • Customer service experience.  
• Previous experience in a similar role. |
| **PERSONAL QUALITIES** | • A friendly, positive ‘can do’ and courteous attitude.  
• Desire to exceed customer expectation.  
• To be always impeccably presented.  
• Ability to work within a team and foster good working relationships.  
• Good judgement and knowing when to seek advice or support.  
• Flexibile, helpful, and responsive.  
• A commitment to the aims, vision, and values of Burnley FC. | |