



JOB DESCRIPTION

Job title:	Public Catering Manager	Contractual status:	Permanent
Reporting to:	Director of Hospitality	Salary:	Competitive

Job Summary:

To control and develop the matchday public catering operation ensuring customer satisfaction. Recruit and train Burnley FC's matchday catering team to ensure an excellent and memorable experience for our matchday guests in general admission and our fan zone.

Roles and Responsibilities:

- Oversee the public catering operation at Turf Moor ensuring the kiosks are well-stocked, staffing levels are correct and excellent hygiene standards are maintained in all areas.
- Actively manage the electronic point of sale (EPOS) system and
- Ensure all kiosk areas are tidy, clean, safe, and presentable for a matchday.
- Recruit, train and develop a large team of staff to work matchdays ensuring they provide an excellent service to our customers.
- Manage the public catering team.
- Collate and administer all payroll information for Catering staff in an effective and timely manner.

Supportive of Club Working Environment and Policies

- Understand and implement the Club's Safeguarding policy, procedures, and best practice guidelines in your role. To use this understanding to ensure safe working practices, appropriate reporting of concerns and contribute positively to a safe environment.
- To be able to work flexible hours where the role of the job requires.
- To work towards agreed objectives.
- 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.
- Hold a commitment to equality and diversity in the workplace.
- Willingness to attend training courses to enhance own professional development.
- Always demonstrate the Club's values.

This job description is issued as a guideline to assist you in your duties and is not exhaustive. You may, on occasions, be required to undertake additional or other duties within the context of this job description.



PERSON SPECIFICATION		
CRITERIA	ESSENTIAL	DESIRABLE
EXPERIENCE & SKILLS	<ul style="list-style-type: none"> • Excellent management skills with experience of a large-scale casual workforce. • Thorough knowledge of food and beverage operations. • General knowledge of management processes and procedures. • Experience of using an electronic point of sale system. 	<ul style="list-style-type: none"> • Experience of using a time and attendance system. • Knowledge of recruitment practices.
PERSONAL QUALITIES	<ul style="list-style-type: none"> • The desire to exceed customer expectations in all areas. • Warm and engaging personality • Ability to work within a team and foster good working relationships. • Excellent communication skills, both written and verbal. • Good IT skills including intermediate abilities in all MS Office programmes. • Willingness to have a full DBS check. • Meticulous standards. • Highly motivated, determined and conscientious. • Enthusiasm, energy and resilience. • An organised and efficient approach to work. 	<ul style="list-style-type: none"> • A positive attitude towards professional development and their own learning.