



JOB DESCRIPTION			
Job title:	Waiter/Waitress	Salary:	Competitive plus holiday pay
Hours of work:	Flexible hours to include home match days as required and other functions which will include evenings and weekends	Contractual status:	<ul style="list-style-type: none"> • 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:

Assisting the hospitality kitchens to ensure the area is tidy and stocked.

Role and Responsibilities:

- Greet, serve and look after our guests on matchdays and functions.
- Maintain the highest standards of cleanliness and safety.
- Ensure that all our guests experience an engaging and friendly atmosphere and leave happy and satisfied
- Know our menus inside out, making recommendations to our guests.
- 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 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

CRITERIA	ESSENTIAL	DESIRABLE
EXPERIENCE & SKILLS	<ul style="list-style-type: none"> • Meticulous cleaning standards. • Time management skills. 	<ul style="list-style-type: none"> • Previous experience in a similar role.
PERSONAL QUALITIES	<ul style="list-style-type: none"> • A friendly, positive 'can do' and courteous attitude. • Ability to work well under pressure in a fast paced environment. • Ability to work within a team and foster good working relationships. • Flexible, helpful, and responsive. • Good judgement and knowing when to seek advice or support. • A commitment to the aims, vision, and values of Burnley FC. 	