



Job Description and Person Specification

Job title		Hospitality and Bar Person
Reports to		Football Facility Development Officer
Job purpose(s)		
<ul style="list-style-type: none">To ensure the Sports Bar at Oaklands Park operates efficiently and in accordance with licensing, health & safety, and environmental health regulations.To maximise revenue and support events that appeal to a diverse range of participants and customers.To support delivery of planned events at Oaklands ParkTo contribute to the effective delivery of The FA’s Safeguarding 365 Operating Standard for County FAs.To comply with FA rules, regulations, policies, procedures, and guidance that are in place from time to time.		
Direct reports	None	
Location	Your normal place of work is Glos FA HQ, Oaklands Park, Gloucester Rd, Almondsbury, Bristol. BS32 4AG and your home address from time to time as directed or in agreement with your line manager. Any other location in the United Kingdom as required by the role including travel and overnight stays	
Working hours	Your working pattern at these locations is subject to agreement with your line manager and may vary to accommodate the needs of our business. Evening and weekend working will be required, particularly during the football season.	
Contract type	Casual Worker	
Responsibilities		
<ul style="list-style-type: none">Effective provision of bar and hospitality facilities in accordance with licensing, health & safety, and environmental health regulations.Ensuring that the bar is staffed during peak periodsCreating a welcoming environment for customersEnsuring consistent, high-quality beverages are served to customersSupporting a positive work environment for employees and casual staffMonitoring inventory of beverages and ensuring adequate stockOverseeing the cleanliness of the hospitality building, working with contractors to minimise potential hazards.In collaboration with staff colleagues, develop and promote events and hospitality services that appeal to a diverse range of participants and business customers.To contribute to the effective delivery of The FA’s Safeguarding 365 Operating Standard for County FAsWork alongside colleagues to promote and deliver onsite participation activities in support of Association’s Business objectives.Collaborate with the Designated Safeguarding Officer in all matters involving under-18s and adults at risk.Act on feedback from customers and participants, including any specific issues highlighted by under-18s and adults at risk.Contribute to risk assessments where the Association is delivering events utilising the hospitality facilities.Help ensure safeguarding and equality are embedded throughout the Glos FA and in grassroots football.Execute tasks as required to meet the Glos FA’s changing priorities.		



Person specification	
Qualifications	
Essential <ul style="list-style-type: none"> A good standard of general education 	Desirable <ul style="list-style-type: none"> 'A' Levels or equivalent Personal Licence (alcohol) Level 2 Food Safety FA Safeguarding qualification A full Driving Licence
Skills	
Essential <ul style="list-style-type: none"> Enthusiasm, energy, and a positive outlook with a passion for sport Exceptional customer service. Desire to maintain high standards and cleanliness Able to demonstrate effective and positive people management skills Good IT skills Ability to work independently and as part of a team. Excellent time management and prioritisation skills. Outstanding communication skills. 	Desirable <ul style="list-style-type: none"> Experienced in the fitness industry or in leisure, hospitality or similar customer facing environment Event management skills Business skills awareness Excellent bartending skills and a solid knowledge of beverages and bar operations Knowledge of Licensing Act requirements for licensed premises
Knowledge and experience	
Essential <ul style="list-style-type: none"> Experience in a licensed bar / hospitality role Experience of success in sales and operations Demonstrate a working knowledge of inclusion, equality, anti-discrimination and safeguarding 	Desirable <ul style="list-style-type: none"> Knowledge of Licensing Act requirements for licensed premises Experience and understanding of working with volunteers. Basic understanding of Safeguarding Knowledge of grassroots football
Enhanced DBS Check required?	YES
Full driving licence?	YES (desirable)



The job holder will be expected to understand and work in accordance with the Association's values and behaviours described below.

Glos FA value	Behaviours
Open	Open, transparent and approachable to new ideas and feedback <ul style="list-style-type: none"> Obtains and welcomes feedback from participants and volunteers, including from children and young people, to help identify the need for any change of direction, practice, policy or procedure. Avoids pre-judgement when listening to suggestions from others. Continuously seeks to improve efficiency and performance.
Honest	To have open, honest communications both internally with colleagues and externally with stakeholders. <ul style="list-style-type: none"> Builds loyalty and trust with colleagues and customers Maintains an individual's self-esteem when interacting with them. Raises any concerns with line manager, DSO or Mental Health Champion
Inclusive	Promotes and embeds safe, inclusive practices, opportunities and education for all: <ul style="list-style-type: none"> Openly collaborates with colleagues, partners and volunteers Provides equal opportunity to people of different backgrounds, experience and perspective Fosters an inclusive environment that recognises and values the differences of colleagues and volunteers.
Flexible	Embraces new concepts and ways of working, adapting to the needs of the business and its stakeholders: <ul style="list-style-type: none"> Works flexibly to overcome barriers to achieving objectives. Remains focused, maintaining motivation for the team and for themselves. Maintains a healthy work-life balance.
Professional	To be knowledgeable, passionate and maintain integrity of business conduct: <ul style="list-style-type: none"> Works to achieve an exemplary level of performance Delivers work outcomes to agreed quality standards and timescales. Supports and always applies the Glos FA standards of business conduct.

Job description reviewed and modified by:	
Date job description reviewed and modified:	25 th November 2022
Job description authorised by:	David Neale – Chief Executive

Signed by job holder (on appointment):	
Date signed:	

One copy to be retained by the job holder, one signed copy to be stored confidentially by the employer.