

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Conference & Events Porter Supervisor
<b>NAME OF JOBHOLDER:</b>	TBC
<b>REPORTS TO (TITLE):</b>	Gareth John
<b>OFFICE/HO DEPT:</b>	Hospitality & Events
<b>DATE:</b>	March 2019

### 1. MAIN PURPOSE OF JOB

To support the Catering Operations team in delivering a high standard of service. Ensuring the event areas are set up to a high level. All BOH areas and equipment are well maintained and processes are implemented to improve efficiency within the department. To support the front of house food and beverage delivery.

### 2. KEY TASKS

- To assist and lead with the setup of furniture and event facilities
- To manage the storage facilities to a high standard
- To ensure catering equipment and facilities are kept clean, tidy and compliant with Lancashire Cricket and legal standards
- Maintain high standards of food safety
- To establish and maintain a good working relationship with the events co-ordination team
- To support with the bars operation including stock management and cellar support
- To support in the BOH areas, during major event operations
- To work night shift set ups where required
- To supervise other operational staff
- Support with training and development with other members of the team
- Ensure great customer service is at the forefront of our product delivery
- To ensure security rules are adhered to at all times
- To ensure a high standard of guest/colleague care is maintained at all times.
- To ensure all lost property is dealt with in line with Club policy
- Attend training courses as directed by your manager
- To deliver front of house food and beverage services for events when required
- To carry out any reasonable duties as requested by Head of Hospitality & Events, Duty Manager or Supervisor.
- To observe the Club standards of appearance guidelines at all times and to remain smart and well presented when on duty adhering to the uniform specification
- Ensure general maintenance is reported in line with Lancashire Cricket practice
- Conduct asset counts when required
- Observe and work within all Lancashire Cricket H&S arrangements and maintain high levels for required safety
- Attend meetings if required
- To act as first responder if required

### **3. KNOWLEDGE/EXPERIENCE/SKILLS NEEDED**

**(the expertise needed to perform the job to the required standard)**

- Previous experience of setting conference and event rooms
- Understanding and able to follow safety rules and health and safety regulations
- Excellent timekeeping and punctuality
- Flexible with working hours, working early morning, days, evenings, night shifts, weekends and bank holidays
- Observant and thorough when completing tasks
- Capable of working as part of team
- Able to communicate clearly
- Be flexible to changing demands of the business
- Ability to work with minimum supervision
- A positive attitude and good command of the English language due to guest interaction

**4. ASSIGNMENT AND PLANNING OF WORK**

**(from where and how the jobholder's work arises)**

As instructed by Head of Hospitality & Events, Duty Manager or Supervisor

**AGREED AND SIGNED BY:**

**JOBHOLDER:**

**MANAGER:**

**DATE:**

**DATE TO BE REVIEWED:**