

JOB DESCRIPTION: Staffing Manager (Conference & Events)

Department	Commercial	
Report to	Human Resources Manager	
Remuneration	£24,000.00 - £26,000.00	
Contract	Full Time (40 hours)	
Working Pattern	Monday to Friday + match days/special events	
Key Relationships	Internal	External
	Conference & Events General Manager Conference & Events Operations Manager	Recruitment Agencies
Role & Core Responsibilities	<p>As staffing manager at the Liberty Stadium, Swansea, your role is to work closely with all departments to ensure the staffing of events and match days are to the agreed level to deliver the quality service required by the business. You will provide costings and wage forecasts vs budget and provide financial information so that adjustments can be made so that budget costs are achieved.</p> <p>You will attend the weekly operations meetings and plan with the department heads any recruitment and training sessions needed to keep agency staff to an absolute minimum and advertise the positions. You must ensure all staff attend induction sessions prior to attending their first shift to cover off company procedures, payroll details, fire safety, COVID-19 compliance updates, H&S & arrange training sessions with the department heads.</p> <p>You also will be responsible for the safe and secure keeping of staff and personal records in accordance with the GDPR regulations.</p> <p>Key duties include:</p> <ul style="list-style-type: none"> • Input payroll for all areas • Cost rotas for all areas • Track wage costs on labour forecast • Regular recruitment sessions and training • Keep up to date personnel files for all staff • Book shifts for both hospitality and retail staff • Keep a log of all holiday accruals • Match day staff check in and treasury assistance • Ensure staff uniform standards are maintained • Ensure staff presentation and standards are maintained • For match days and larger events staff check in to be managed where staff will be processed - arrive, issued uniform, check in belongings, check no monies or phones on person, check standards and then direct to correct work area. 	

Payroll	<ul style="list-style-type: none"> • Costings work on 3 weeks – previous week, current week, following week. • Cost all department rotas and input on to the rota costings sheet. • Input actual wage costs for previous week • Liaise with Sales and ensure that the revenue forecasts and actual revenues from the previous week are inputted on to the rota costing template. • Circulate the information to the department heads and cc in General Manager. • Ensure that the forecasts and actuals are detailed in the Labour Forecast spreadsheet.
Recruitment & Training	<ul style="list-style-type: none"> • Analyse Staffing Numbers with Department Heads – Leavers vs New Recruits • Plan Monthly Recruitment Sessions – work with the department heads to agree dates and requirements. • Conduct Induction Sessions to ensure all new starters are compliant with site induction, company procedures and relevant training for their roles. • Ensure all H&S information is signed off with new starters. • Keep an up-to-date spreadsheet with renewal dates for any training expiry dates – First Aid, Fire, COVID-19 Compliance etc • Ensure that all staff are issued with ID badges & know the arrival procedures • Ensure that all staff are aware of the uniform guidelines, presentation standards and any uniforms issued and paperwork completed. • Keep the staff hand book updated and available for all staff
Booking of Staff	<ul style="list-style-type: none"> • Work 3 weeks in advance so any staff shortages are highlighted early and planned with department heads & recruitment sessions planned. • Create match and non-match templates and review with Department Heads regularly to ensure we match and have the right number and quality of staff in the right areas of the business demands. • Review staff no shows and feedback forms and discuss with department heads. • Create social media communications with staff to confirm their booking attendance in good time • Keep any agency / freelance staff to an absolute minimum
General	<ul style="list-style-type: none"> • Follow all Club Policies, such as Equality & Diversity, Health & Safety, Safeguarding, Anti-Corruption & Bribery and GDPR. • Make suggestions to improve the working environment and contribute to positive employee relations within your area of work and Swansea City Football Club as a whole. • To take reasonable care for the health and safety of yourself and other employees and members of the public who may be affected by your acts or omissions at work. • To comply with all aspects of the Swansea City Football Club Health and Safety Policy and Arrangements, to enable the Company to perform its civil and statutory obligations in relation to Health & Safety

	<ul style="list-style-type: none"> • Ensure effective communication within your work team and across Swansea City whilst actively offering support and guidance as necessary.
Person Specification	
<ul style="list-style-type: none"> • A minimum of 2 years in Human Resources / Recruitment based role. • Experience in high volume recruitment • Experience of managing casual / ad-hoc personnel. • Proficient in the use of Excel, Outlook, and similar Microsoft packages • Excellent problem-solving skills and able to adapt in challenging circumstances. • Able to remain calm in stressful situations. • Previous experience in managing wages/staff holidays. • Organised and a good communicator. • Understanding of the 'on-boarding and off-boarding' process • Previous role in conferences & events (desirable) • Experience in using HR & Payroll systems (desirable) • Understanding of Employment Law (desirable) • Understanding of the Equality Act 2010 (desirable) • HR qualification (CIPD Level 3 or equivalent) (desirable) 	

The closing date for this vacancy will be **5pm on Wednesday 20th January 2021.**

If you believe you have the right mix of skills for this position, please complete the Application Form available [here](#) or email hrcatering@swanseacity.com to request an application form.

Please note CV's will not be accepted.

Swansea City AFC strives to ensure it provides an environment where everyone's rights, dignity and individual worth is respected and takes a zero-tolerance approach to any form of discrimination. Equal Opportunity is an integral part of our recruitment and selection process, and we welcome applications from all individuals who feel they meet the core requirements of the role.

We are particularly encouraging applications from women, disabled people and Black, Asian and Minority Ethnic (BAME) individuals who are currently under-represented within the organisation.

All appointments will be made on merit of skill and experience relative to the role.

The Company is committed to safeguarding and promoting the welfare of children and young people involved in activities and event at the Company. As part of the Company's recruitment and selection process any offers of work involving working in regulated activity with children are subject to a satisfactory enhanced DBS Disclosure and barred list check (depending on the level of supervision, frequency, and nature of contact with children). Appropriate references are also required.

Should an adequate number of applications be received prior to the closing date, Swansea City AFC reserve the right to remove this advert.

Due to a high demand in applications the Club will be unable to respond to those applicants who have not been shortlisted for interview

