



JOB VACANCY

JOB TITLE Hospitality Assistant
DEPARTMENT Commercial

RESPONSIBLE TO Head of Hospitality, Events & Fan Engagement
RESPONSIBLE FOR Match Day Hosts

WORKING HOURS 40 hours per week
WORK PATTERN Monday – Friday + Match Days
CONTRACT 12 month fixed term contract

SALARY Dependent on experience

BENEFITS

- 25 days holiday (pro rata)
- 20% off in Club Shop
- Private Health Cash Plan and Medical Insurance
- Cycle to Work Scheme
- Complimentary Staff Social Events

ROLE RESPONSIBILITIES

- Assisting the hospitality and partnerships team with administrative duties
- Managing the online and offline hospitality booking system
- Creating table plans
- Liaising with caterers on food and special dietary requirements
- Ensuring effective communication with corporate clients
- Managing mascot bookings
- Organising matchday accreditation and tickets
- Booking match day hosts and liaising on start times and duties
- Answering telephone and emails enquiries for hospitality services
- Providing ad-hoc reception cover



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QUALIFICATIONS, KNOWLEDGE, SKILLS & EXPERIENCE

- Proven experience within a customer focused role
- Organised with excellent attention to detail.
- Excellent communication skills
- Proficient in the use of Microsoft Applications, including SharePoint, Outlook, Word, and Excel
- Team worker and willing to support other areas of the business

GENERAL STATEMENT

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.

SAFEGUARDING & WELFARE

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).

The Company may also conduct online searches of candidates who have been shortlisted as part of its safer recruitment procedures. Appropriate references will be required.

EQUALITY, DIVERSITY & INCLUSION STATEMENT

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 individuals from diverse ethnic communities who are currently under-represented within the organisation.

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



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CRIMINAL RECORD CHECK REQUIREMENT

This role will require a DBS Check.

HOW TO APPLY

Please complete an Application Form, available [HERE](#). If you require the application form in an alternative format, please email jobs@swanseacity.com

The closing date for this vacancy will be **Monday 26th February 2024**.

