



JOB VACANCY

JOB TITLE Match Day Host
DEPARTMENT Hospitality

SALARY £12.71 per hour

RESPONSIBLE TO Hospitality Supervisor

CONTRACT Casual / Zero hours

WORKING HOURS Match Days (evenings / weekends)

THE ROLE

Join our team as a Match Day Host and be the welcoming face of Swansea City AFC at the Swansea.com Stadium.

We are looking for friendly and customer-oriented individuals to ensure our guests have an exceptional matchday experience, providing first class customer service across all hospitality lounges.

ROLE RESPONSIBILITIES

- Greet guests with a warm welcome and escort them to their table, lounge or box.
- Assist guests with any inquiries about the menu items, lounge or their match day experience
- Collaborate with the serving staff to ensure smooth service flow

If you are passionate about hospitality, enjoy interacting with people, and thrive in a fast-paced environment, we invite you to join our team as a Match Day Host. Your role will be crucial in setting the tone for a memorable match-day experiences for our guests.

PERSON SPECIFICATION

- Strong guest services skills to create a positive first impression
- Familiarity with hospitality or restaurant environments is desirable but not essential
- Ability to communicate effectively with guests and team members
- Willingness to help out in various tasks to support the overall experience



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.

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