



Internal & External Job Advertisement

Food & Beverage Assistant Manager

As an integral part of our dynamic team, you will play a crucial role in upholding our organization's commitment to sustainability. Regardless of your specific role in marketing, HR, procurement, or any other department, we expect all employees to actively embrace and adhere to our sustainability policies. Your dedication to environmentally conscious practices, resource efficiency, and ethical considerations will contribute to our collective efforts in fostering a responsible and sustainable workplace. We believe that each team member, regardless of their functional area, plays a vital role in promoting and implementing sustainable practices that align with our organizational values.

Exeter City Football Club seeks to ensure the safety, safeguarding and wellbeing of all children, young people and adults at risk who engage in its activities.

We have an exciting opportunity to join our unique and special club as Food & Beverage Assistant Manager.

Exeter City Football Club is a special club with 20 years of Supporters' Trust ownership. We are proud to be different and put our supporters and community engagement at the forefront of everything we do.

The role of Food & Beverage Assistant Manager brings opportunity for new talent to join the team and join us on our journey to achieve our 5 goals. These goals include focusing on growth, creating a high performance environment, ensuring operational excellence through taking care of each other, clear objectives, adequate resource and a commitment to investing in developing our people. In addition to this in line with our ethos we continue to aim to achieve excellence on and off the field whilst maintaining our long-term financial sustainability.

As Food & Beverage Assistant Manager you will become an integral part of the team and support us in creating a collaborative environment where all staff feel valued and understand their contribution to the Club. In order to achieve this you will play a key role in the F&B function and ensure all new starters are onboarded in line with process and trained and developed providing resilience whilst creating a professional multi disciplined team.

Reporting into our Food & Beverage Manager you will be responsible for supporting the smooth and effective day to day operations of our F&B function. You will consistently enhance our visitors experience in your front of house role offering a warm welcome ensuring all visitors to site have everything they need and they are leaving site having had a great experience, offering positive feedback and a keenness to return and recommend the experience to others.

As part of the F&B Assistant Manager role you will support the Club in in focusing on growth and new revenue opportunities. In line with this you will be confident in reviewing processes, constructively sharing feedback, trialling new initiatives, working on efficiencies and improving service to ensure better never stops.

As a team we are respectful and proud of our heritage and the investment the Club has made in our facilities and shared ambition for what we can achieve.



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Candidates applying for this role must have a working knowledge and certification in food hygiene, allergies and health and safety compliance. We request candidates have 3 years hospitality experience within a supervisory or management role and experience and knowledge of reviewing and implementing hospitality procedures including licencing regulations and cash handling procedures.

Excellent communication and numeric skills are essential and candidates should have a positive dynamic mindset and be innovative problem solvers with an ability to adapt, motivate and supervise team members.

This role requires physical stamina as you will be moving throughout your shift, lifting stock, taking deliveries as is important to ensure operational demands are met within a fast-paced environment. A strong work ethic and flexible approach to working pattern is essential in line with the business needs and industry demands. Candidates will need to commute to both St James Park and The Cliff Hill Training Ground in line with the F&B functions across the 2 sites.

Prior to commencing work a right to work document(s) must be presented and references and a DBS Check will need to be undertaken.

If you wish to apply for this position please follow this link : <https://ecfc.peoplehr.net/Pages/JobBoard/Opening.aspx?v=03f74321-f70d-4ace-882e-500091246a77>

Only completed applications that are submitted via People HR will be accepted. Any applications after the closing date will not be accepted.

The closing date is: Sunday 7th July 2024

Interview date: To be confirmed

All candidates will require a DBS Check and must be able to prove their eligibility to work within the UK.

ECFC is an equal opportunities employer and committed to safeguarding and promoting the welfare of children and young people and expects all staff and employees to share this commitment.



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Job Description

Food & Beverage Assistant Manager

Department	Facilities
Location:	St James Park & The Cliff Hill Training Ground, Exeter
Contract Type:	Full-time, permanent
Reports to:	Food & Beverage Manager
Core Team Relationships:	Food & Beverage Manager, Kiosk Manager, Casual Staff, Volunteers, Chief Operating Officer, First Team Cook, Contractors.

As an integral part of our dynamic team, you will play a crucial role in upholding our organization's commitment to sustainability. Regardless of your specific role in marketing, HR, procurement, or any other department, we expect all employees to actively embrace and adhere to our sustainability policies. Your dedication to environmentally conscious practices, resource efficiency, and ethical considerations will contribute to our collective efforts in fostering a responsible and sustainable workplace. We believe that each team member, regardless of their functional area, plays a vital role in promoting and implementing sustainable practices that align with our organizational values.

Exeter City Football Club seeks to ensure the safety, safeguarding and wellbeing of all children, young people and adults at risk who engage in its activities.

Main Purpose:



In line with our 5 goals, we endeavour to create a sustainable, high performance environment where we take care of each other, set clear objectives, ensure adequate resource and invest in developing our team.

You will report into our Food & Beverage Manager and support us in creating a collaborative environment where all staff feel valued and understand their contribution to the Club. In order to achieve this you will play a key role in the F&B function and ensure all new starters are onboarded in line with process and trained and developed providing resilience whilst creating a professional multi disciplined team.

As F&B Assistant Manager you will support us in the smooth and effective day to day operations of our F&B function. In your front of house role you will enhance our visitors experience in offering a warm welcome ensuring all visitors to site have everything they need and they are leaving site having had a great experience, offering positive feedback and a keenness to return.





Using your excellent communication and customer service skills you will help us drive standards ensuring operational excellence and compliance with all legislation, company policies and processes.

As F&B Assistant Manager you will support the Club in focusing on growth and new revenue opportunities. In line with this you will be confident in reviewing processes, constructively sharing feedback, trialling new initiatives, working on efficiencies and improving service to ensure better never stops.

In line with our commitment to sustainability and operational excellence you will supervise the appropriate team members ensuring the onboarding process is in line with the agreed standards and all individuals joining the team are trained and developed and understand the importance of their role in the Club and our success.

Role Summary

The key responsibilities of this role are:

- Assist with the day to day operations of the Clubs food and beverage department.
- Set up of lounges, suites and units as appropriate in line with event requirements.
- Serve prepared food and drink from the kitchen / bar to our suites, lounges or appropriate area.
- Be present on home matchdays and support the Food & Beverage Manager in the smooth operation of these events.
- Create a comfortable and welcoming environment for all guests, supporting with any set up and wifi needs and ensuring guests are aware of amenities and health and safety instructions.
- Communicate efficiently with courtesy to all guests ensuring a professional and friendly manner.
- Place F&B orders build professional working relationships with suppliers and manage stock within the F&B function.
- To support the Food & Beverage Manager with the opening of existing and new outlet(s) and any future projects.
- business at the appointed opening times.
- Bring new initiatives, promotions to the F&B Manager supporting revenue growth and efficiencies.
- Supervise kitchen and front of house teams (contractors, employees, casual workers, volunteers) as instructed by the Food & Beverage Manager.
- Support in the onboarding of new members of staff ensuring all correspondence is in place.
- Assist in the delivery of the food and beverage training programme for all new and existing staff members and draft development plans.
- Support the introduction of new menus and event initiatives to further grow the business revenues.
- Maintain a working knowledge and certification in food hygiene, allergies and health and safety compliance.
- Work as part of a close-knit team.
- Attend staff meetings and training as appropriate.
- Comply with all company policies and procedures and maintain the highest standards.
- Promote and implement good practice and positive engagement.

This job description should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in consultation in the light of the changing business needs.

Qualifications/Experience/Knowledge required: Please see person specification.



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Person Specification

Qualifications	Essential (E)	Desirable (D)
Driving Licence (due to travel between sites/unsociable hours)	E	
Working knowledge and certification in food hygiene, allergies, licencing act and health and safety regulations.	E	
Personal licence		D
Fire Safety		D
Skills/Competencies	Essential (E)	Desirable (D)
Excellent time management skills.	E	
Excellent food and drink service skills.	E	
Ability to work well with other team members and to follow directions from supervisors	E	
Clear and concise written and verbal communication.	E	
Capable of building and maintaining professional working relationships.	E	
Ability to supervise/manage a team.	E	
An innovative thinker.	E	
Brings new ideas in a constructive and thoughtful way.	E	
Knowledge & Experience	Essential (E)	Desirable (D)
Knowledge of basic food preparation techniques	E	
Three years hospitality management or supervisory experience	E	
Experience in managing and developing client relationships.	E	
Excellent knowledge of food and drink pairings, particularly wine pairings	E	
Knowledge of Exeter City Football Club.		D
A track record of successful delivery.	E	
Understanding and recognition of the principles of equality and diversity.	E	



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Personal Qualities	Essential (E)	Desirable (D)
Professional, confident and enthusiastic.	E	
A resilient & adaptable individual.	E	
An innovative problem solver.	E	
Show integrity and honesty.	E	
Attention to detail and pride in appearance.		
A good level of fitness in line with industry demands.	E	
Flexibility surrounding working pattern in line with industry demands.	E	
Commitment to the safety, safeguarding and wellbeing of all children, young people and adults at risk who engage in its activities.	E	
To demonstrate and promote good practice in line with the Company ethos and policy.	E	
Applicants must be eligible to live and work in the UK.	E	



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Company Goals



High Performance Football

We continue to work hard to be the best team in Exeter City's history and continue to invest in our first team playing budget. Striving to create the best possible environment for high performance football through our coaching, training facilities, pitches, nutrition, medical, recruitment and analysis. Our youth development & academy football remains at the heart of our model and we continue to build and refine what our Academy delivers and aim to achieve cat 2 status.

Focus on Growth

We build on the great work done by our media and comms team and opportunities to attract new audiences. We have ambitious plans to increase revenue as we focus on opportunities for growth in retail and merchandising and we continue to look after and value our local sponsors and partners whilst expanding our commercial horizons by putting more emphasis on what makes us as a club unique & special. We utilise our facilities more often to increase non match day revenues and improve 'yield' by providing better systems, facilities and raising capacity at SJP.

One Team

We build a trusting, collaborative environment where everyone feels valued and understands their contribution to the Clubs success through clear objectives and measures of performance. We continue to review our methods of communication listening as well as sharing more effectively. We are a Real Living Wage employer, have a transparent bonus programme for employees that's linked to performance and development opportunities for all. We are committed to continuing to review resources where appropriate and affordable ensuring investment in new talent to drive growth and invest in an apprenticeship and internship programme.

Financial Sustainability

We set & maintain high standards in everything we do and ensure financial sustainability in line with a growth mindset. We work to be more prepared in investment in our future and have more robust financial planning and financial controls across the Club. We reduce reliance on transfer fees and increase our ability to invest in major capex projects not being afraid to invest where necessary to protect the Club & limit unnecessary risks.

Outstanding Supporter & Community Engagement

We continue to invest in the facilities at SJP and do all we can to make ECFC the most inclusive club in the EFL in partnership with ECCT. We continue to invest in women's football and help to grow the game and its profile amongst our supporters. In partnership with the Trust, we strive to be the preeminent supporter owned club in the country and endeavour to achieve EFL 'green club' status.



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Employee Benefits

As a Club it is important to us to provide a competitive employee benefits package as we understand this plays an important role in supporting our team.

Benefit packages vary from one organisation to the next, however our central theme is to help improve the wellbeing of staff and demonstrate that we are willing to offer above and beyond the minimum requirements to foster a positive working relationship.

We hope our benefits package can play a significant role when it comes to recruitment and retention and we have set out the Company's employee benefits to provide transparency and equality to all employees.

We will continue to review our remuneration package to ensure it is considered attractive and competitive.

We offer:

- Hybrid working, with flexible working pattern (dependant on role)
- Annual pay review process in line with objectives and performance
- Annual discretionary company bonus
- Company sick pay 5 days full pay based on a rolling year
- Income protection plan
- Birthday day off
- Enhanced annual leave
- Cycle Scheme
- Employee Assistance Programme
- Mediacash
- Employee discounts (internally and external businesses)
- Free on-site parking



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