

## Front of House Manager Job Description

Job details	
<b>Job title:</b>	Front of House Manager
<b>Location</b>	Bristol Rovers football club, Memorial Stadium Filton Avenue Bristol BS7 0BF. You will also be required to attend home match days as and when required
<b>Hours:</b>	37.5 hours per week (this is a Senior position; flexibility and occasional additional or unsocial hours are a requisite of the role). You will be expected to work all home match days.
<b>Responsible to:</b>	Head of Venue
<b>Team:</b>	Venue
<b>Responsible for:</b>	Staff management and leadership of the junior team
<b>Job Purpose:</b>	Working in our events and hospitality spaces here at Bristol Rovers you are going to be important to driving our guests events experience through fantastic service, knowledge in what great looks like and ensuring that every customer feels special during our non-match day and match day events. This is a hands-on role where you will be expected to be part of setup and breakdown of all events.
<b>Working conditions</b>	Office based. Due to the nature of events, this will include evenings and weekends and all match days.
<b>Remuneration details</b>	Competitive salary and benefits
PRINCIPLE ROLE AND RESPONSIBILITIES	
1.	Event setup, delivery, and teardown, ensuring all activities adhere to Bristol Rovers Policies
2.	Act as the main point of contact for clients, vendors, and staff on the event day to address any issues that may arise.
3.	Ensure that all stadium facilities are properly prepared for each event.
4.	Provide post-event analysis, including attendee feedback, revenue performance, and areas for improvement.
5.	Lead and supervise hospitality staff for match day and non-match day events
6.	Ensure proper staff training and coordination to deliver an exceptional guest experience.
7.	Responsible for ensuring all health and safety procedures are always followed, with relevant paperwork to support
8.	Report all incidents and accidents as required, including detecting any hazards

### Person Specification

Knowledge		Essential	Desirable
1.	2+ years of experience in event management, preferably in large venues or stadium settings.	✓	
2.	Qualification in Events		✓
3.	NVQ in Customer Service		✓
Skills		Essential	Desirable
4.	Strong organizational, leadership, and communication skills		✓
5.	Ability to multitask and perform under pressure in a fast-paced environment	✓	
6.	Proficiency in event management software and tools.		✓
7.	Availability to work irregular hours, including nights, weekends, and holidays, depending on event schedules and football fixtures.	✓	
Other		Essential	Desirable
8.	Excellent IT Skills.	✓	
9.	Creative, innovative, and willing to take initiative	✓	
10.	Able to work outside office hours (including some evenings and weekends) as suits	✓	
Personal Attributes/Values		Essential	Desirable
11.	Resilient, with the ability to handle adversity and challenge in a positive way.	✓	
12.	Highest levels of personal integrity and ability to maintain trust, sensitivity, and confidentiality.	✓	
13.	Able to work independently and as part of a team.	✓	
14.	Flexible and adaptable attitude towards work.	✓	

### Safeguarding Statement

Bristol Rovers Football Club is committed to safeguarding the welfare of children and adults at risk and require all employees to share this commitment and promote the welfare of these groups. Applicants will be asked about any previous convictions, cautions, reprimands, including those that are considered 'spent' as defined by the Rehabilitation Offenders Act 1974 (Exceptions) Order 1975 (Amended 2013). Appointment to this role is subject to a satisfactory Enhanced DBS Check (with children's barred list check) and references.

### Equality Statement

Bristol Rovers Football Club is committed to creating an inclusive and diverse environment and is proud to be an equal opportunity employer. Qualified applicants will receive consideration for employment

# BRISTOL ROVERS FOOTBALL CLUB



without regard to race, ethnicity, religion or belief(s), gender, gender identity or expression, sexual orientation, marital status, disability, age or with regards to pregnancy or maternity.

Email Cover letter and CV [recruitment@bristolrovers.co.uk](mailto:recruitment@bristolrovers.co.uk)

Closing Date of Applications:- November 1<sup>st</sup>, 2024

