



Catering and Hospitality Events Co-ordinator (Maternity Cover)

An exciting and rare opportunity has arisen to work at one of the country's most popular cricket clubs. Sussex County Cricket Club is recruiting a Catering and Hospitality Events Co-Ordinator during a period of maternity leave (*approximately 8 months from October 2014*).

This is a great opening for somebody to progress their career in the catering and hospitality arena. The ideal candidate will be self-motivated with a strong commitment to delivering excellent client service. A team-player with strong organisational skills and advanced IT and administrative skills are pre-requisites for this role. The successful candidate will be able to demonstrate excellent communication skills, in terms of both written accuracy and verbal articulation.

For further information regarding the role, please visit our website at www.sussexcricket.co.uk.

To apply, please send a covering letter setting out how you meet the requirements of the role and the person specification along with your CV to Kay Gunn, Head of HR & Client Services at kay.gunn@sussexcricket.co.uk.

Closing date for applications: **4pm on Thursday 21 August 2014**

Please note that applications received after this time will not be considered.



Sussex County Cricket Club

Job Description

Job Title:	Catering & Hospitality Events Co-ordinator (Maternity Cover)
Reports To:	Catering and Hospitality Manager
Location:	Hove County Cricket Ground
Hours:	Full time (Monday- Friday 9am-5pm). Some flexible working patterns may be considered
Remuneration:	Competitive salary commensurate with experience

Role Purpose

This role will be accountable for co-ordinating the Club's catering and hospitality events, consistently delivering the highest standards of client service (both internal and external). This position is responsible for maintaining both high repeat business levels and enquiry conversions, and accurately dealing with all associated administration.

This role is the primary point of contact for any events enquiries from the Club's clients, both existing and potential.

Key Responsibilities

- Manage calls for business opportunities, including for example taking enquiries, submission of proposals
- Regularly liaise with the Commercial department regarding forthcoming events
- Conduct site appointments with clients and suppliers when required
- Liaise with Club's senior management and relevant Sussex County Cricket Club personnel regarding any bookings
- Create accounts for events, to include requests for deposits and pre- payments and producing invoices for services
- Ensure clear and timely communication with the Catering and Hospitality Manager regarding all chargeable activities for all events and functions
- Ensure all details of forthcoming events and hospitality functions are communicated internally so that all relevant staff are aware
- Create and issue function details sheets
- Assist the Head Chef (as required) with administration duties
- Responsible for ensuring all departmental supplies are maintained in a timely manner

- Limit the risk of theft by maintaining a safe and secure environment
- Ensure SCCC is compliant with relevant legislation, including Food Hygiene and Health and Safety at Work Act 1974 regulations
- Ensure that security procedures are produced and adhered to when dealing with cash handling
- Recommend and plan training for all catering staff (first aid, lone workers, drink dispensing etc.)
- Exercise care, attention and vigilance towards clients, work colleagues and Club property

Other Responsibilities

- Work with colleagues in your department to achieve the Club's goals
- Develop positive working relationships with other departments and understand their roles
- Project a positive image of Sussex County Cricket Club at all times
- Any other reasonable duty as requested by the Chief Executive
- Ensure excellent timekeeping to support colleagues and the business of the Club
- Be prepared to take the initiative and be accountable



Sussex County Cricket Club

Person Specification – Catering & Hospitality Events Co-ordinator

Essential Criteria	
1. Qualifications	
	A degree or equivalent is desirable
2. Experience	
	Experience of dealing with clients on the telephone (essential) Previous experience in a client-facing role (essential) Administrative experience in an office environment (essential) Experience of working in a catering/hospitality environment (essential)
3. Skills & Knowledge	
	Excellent demonstrable knowledge of client service principles, with an understanding of client expectations and how these can be met Friendly and professional telephone manner Accurate numeracy skills Competent IT skills to include experience of: <ol style="list-style-type: none"> a. Producing clear written reports in Microsoft Word b. Producing and analysing data in Microsoft Excel c. Email applications such as Microsoft Outlook
4. Personal Qualities	
	Good clear communication skills with a welcoming manner towards people An attention to detail Resilient, with the ability to work calmly and politely under pressure, both on own initiative and as part of a team A team player who can motivate and inspire others to achieve excellence A professional attitude and appearance A positive approach and a “can-do” attitude A tactful and diplomatic approach A proactive approach to work A proven commitment to the provision of excellent client service Strong influencing skills A commitment to continuous improvement

July 2014