

Role Specification and Person Profile

Job Title: Tea Hut Assistant

Reporting to: Stadium Operations Manager

Job Purpose: To deliver first class customer service and maximize opportunities for using the facilities by encouraging and working with all users, helping to create a welcoming and professional environment. You must be able to work unsupervised, under pressure and be able to meet deadlines and be able to demonstrate team working.

Location: The John Jenkins Stadium, Moneyfield Avenue, Portsmouth, PO3 6LA

Contract: Zero-hours contract to suit availability

Working Hours: Flexible, mainly evenings and weekends

Salary:

16 – 17-year-olds £7.50 / hour

18 – 20-year-olds £8.60 / hour

21+ £11.44 / hour

How to apply: Please send CV and cover letter addressed to HR via email to HR@pompeytc.org.uk or post to:

HR Officer, Pompey in the Community, Anson Road, Portsmouth, PO4 8TB

Please note that the job will be subject to satisfactory references and enhanced DBS check.

Roles & Responsibilities:

- Prepare facility/tea hut to ensure first-class customer experience
- Serve customers with beverages, non-alcoholic drinks and snacks, complying with Food Hygiene standards
- Support risk management checks and inspections to identify areas of repair and/or improvement
- Provide excellent customer focused service, ensuring that the environment is kept clean and tidy
- Operate a till system and take card payments

Customer Excellence:

- Drive passion for the overall standards and appearance of the facility
- Be an advocate of Pompey in the Community, and comply with policies, procedures and standards
- Build and maintain positive relationships with customers to support the delivery of return visits and repeat bookings

Safeguarding:

- Ensure that the safeguarding of young and vulnerable people is always prioritised, and all safeguarding, policy and procedures are followed
- Ensure that all participants and their families are aware of and encouraged to report any safeguarding concerns they may have

	Skills	Knowledge/Experience
Essential (required to fill the role)	<ul style="list-style-type: none"> • Customer service • Working unsupervised & under pressure • Working as part of a team • Communicate effectively • Ability to serve drinks/snacks and take card payments 	<ul style="list-style-type: none"> • Importance of customer service • Drive for excellence • Ability to upsell and help customers with choices
Non-Essential (Beneficial to the role)	<ul style="list-style-type: none"> • Able to use Microsoft office applications, such as Word, Excel & Outlook 	<ul style="list-style-type: none"> • Working in a customer focused environment

Pompey in the Community is Portsmouth Football Club's affiliated charity and as such you will be working for a high-profile organisation within the city.

The organisation, alongside the club, have huge ambitions to really embed themselves in the local community. As a result, it is an exciting time to join Pompey in the Community.

Application Deadline: Friday 12th July

However, if we receive suitable applications prior to that date we reserve the right to close applications so please apply early.

Interviews to be held: 1 week after closing date