



Job Title: Event Support and Logistics

Job Level:

Responsible To: Event Support and Logistics Manager

Direct Reports:

Place of Work: Sheffield Arena

Purpose of Job: To assist the Event Support and Logistics Manager to receive and distribute deliveries across the catering department. To support the Duty Manager on event days by assisting with logistics, administration and staffing to maximise sales.

Job Summary: With previous experience in a large-scale operation, you will be part of the event support and logistics team, responsible for receiving deliveries, stock movement and ensuring stock rotation across the department. Anticipating the changing needs of the department during events, you will be able to communicate clearly with the various leads. Working under pressure you will be able to respond to deadlines and ensure sales are maximised. You will be flexible and be willing to work unsociable hours. Health and Safety should be a top priority and you would identify training needs. Record keeping is essential and following the maintenance and cleaning procedures will ensure the department is always fully operational.

Key Responsibilities:

- To promote the Company's Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values.
- Establish and maintain standards and provide exceptional customer care which will maximise repeat business.
- Work in conjunction with the Event Support and Logistics Manager and catering supervisors, to ensure a full team covering the event support and logistics and concourse areas, in liaison with management ensuring that the Company recruitment policy is adhered to.
- Work in conjunction with the Event Support and Logistics Manager and catering supervisors to develop and deliver training requirements and packages within the department, to ensure all legal requirements are met and maximise staff effectiveness in customer service, product awareness and service standards.
- Work in conjunction with the Event Support and Logistics Manager to prepare rotas to ensure the event support and logistics and concourse department's requirements are met.

- To ensure all stock is accurately placed, stored and recorded to maximise sales, reporting any pressure points during the event, to assist in adjusting stock levels to achieve sales throughout events.
- To assist in stock taking, to achieve fast and accurate results.
- Receive deliveries for the catering department, using the appropriate equipment.
- Follow all management systems to ensure deliveries are recorded in the correct manner and any anomalies reported accordingly.
- Accurately distribute products within the arena and store and record correctly, ensuring stock rotation.
- Keep the Catering Duty Manager informed, enabling them to respond to pressure points during events.
- Assist the Event Support and Logistics Manager with post event operations.
- Report any equipment issues to minimise sales impact.
- Have responsibility for the cleaning and maintenance of equipment.
- Maintain standards and policies including HACCAP, COSHH and Health and Hygiene. Complete catering systems to ensure the highest standards in all areas at all times.
- To ensure you are proactive in ensuring all counter terrorism measures within the venue are adequately implemented and to ensure all relevant training and information sharing in the venue and company counter terrorism practices and risk mitigations are undertaken.

Expected Behaviours

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.