

ROCHDALE AFC LTD

JOB DESCRIPTION & PERSON SPECIFICATION



Rochdale AFC | Crown Oil Arena | Full-Time | Permanent – Salary Competitive

Rochdale AFC is entering an exciting new chapter. With significant investment in our facilities, growing commercial ambitions, and a commitment to delivering exceptional experiences for supporters, partners and visitors, we are seeking a dynamic and ambitious Head of Hospitality to lead and transform our hospitality operation.

JOB DESCRIPTION		
1	Job Title	Head of Hospitality
	Department	Commercial
	Based at	Rochdale Association Football Club, Crown Oil Arena, Spotland, Rochdale, OL11 5DR.
	Reports to	The Chief Executive
	Responsible for	The delivery of outstanding hospitality across all the bars and event spaces.
	Job purpose	Why Join Rochdale AFC? • Opportunity to transform and lead an entire hospitality operation. • Direct access to senior leadership and key decision makers. • Supportive and ambitious working environment. • Professional development opportunities.
2	Key duties and responsibilities	• Lead all hospitality facilities and matchday hospitality operations. • Oversee conferences, private functions, commercial events and community bookings. • Drive hospitality revenue and enhance the corporate hospitality offering. • Take responsibility for all licensed operations and act as DPS/licence holder. • Oversee cellar operations, stock management, line maintenance and supplier relationships. • Recruit, develop and inspire permanent and casual hospitality staff. • Manage budgets, stock control, labour costs and profitability. • Produce management reports and utilise Toast EPOS data to drive decisions. • Ensure compliance with licensing legislation, food safety and health & safety requirements.

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3	Essential	• Current Personal Licence Holder or willingness to obtain one immediately. • Significant experience managing hospitality operations within high volume hospitality environments. • Experience delivering large-scale private, corporate or hospitality events. • Strong leadership experience managing and developing teams. • Experience of cellar operations, stock control and bar management. • Strong commercial, financial and reporting skills. • Experience using hospitality EPOS systems, ideally Toast.
3	Desirable	• Experience working within a sports stadium, multi-use venue or major events environment. • Experience managing both matchday and non-matchday operations. • Food Hygiene and Health & Safety qualifications. • Passion for football and community sport.

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PERSON SPECIFICATION			
Factors	Essential	Desirable	How assessed? Interview, Task or Application Form?
Education, qualifications, training, professional qualifications gained through work or otherwise.	Yes		
Special skills, knowledge, abilities Technical skills IT skills Subject knowledge	Yes		
Work experience Length of time Nature of company Positions, tasks, and responsibilities	Yes		
People management skills Communication skills Supervisory skills Organisational skills	Yes		
Personal characteristics Attitude, aptitude, personality Discretion, confidentiality Flexibility, initiative, stress tolerance Team player Professionalism	Yes		
Circumstances Ability to travel Ability to work additional hours and weekends (where necessary) Other	Yes		

The successful applicant must carry out his/her duties with due regard for Rochdale Association Football Club Limited policies and procedures, and act in the best interest of Rochdale Association Football Club Limited at all times.

The successful applicant must ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and promoting positive working relations.

The Rochdale AFC family is wholly committed to safeguarding and promoting the welfare and safety of young people. We fully expect our Board, employees, and volunteers to always demonstrate and communicate this commitment. As such, a DBS check and two references will be required to undertake this post.

From time to time, the successful applicant may be asked to assist with activity essential to club operations.