



LEWES FC | JOB OPPORTUNITY

Head of Hospitality

Job Title: Head of Hospitality

Employer: Lewes FC

Hours & Availability: 12-20 hours/week, requiring flexible hours including some evenings and weekends.

Location: The Dripping Pan

Remuneration: £12,500

Reports to: Commercial Manager

Reports: Bar staff

Key relationships: Hospitality partners, CEO, Fan and Community Engagement Officer, Communications Manager, volunteers

Purpose of the job

- Working with Lewes FC and our external hospitality partner to deliver exceptional care and service for fans by managing Lewes FC's matchday hospitality, food outlets and bars, hiring and managing bar staff and running matchday operations.
- To manage Lewes FC's bar and clubhouse outside of matchday, organising events, programmes and initiatives that open the door to our local community.
- To ensure a distinctive and high quality food and beverage offering for our fans and community and working closely with Only With Love and other local suppliers to champion knowledge of our supplier's products - giving customers a high level of service and hospitality not seen before at sporting events.

Who we're looking for

- You are highly motivated, targets-focused and willing to roll up your sleeves.
- You can spot revenue quick-wins as well as build a longer-term club strategy.

- You are a community and events ‘activator’ - you bring together and build social groups, and establish and run ongoing events to support them... across many spheres of interest
- You are fully aligned with Lewes FC’s values and understand the positive impact that football can have on culture and society.
- You work well under pressure and can multi-task and deal with competing priorities in a calm, professional manner.
- You are an excellent communicator and happy to represent the club in meetings and events
- You are not afraid of how big this role looks but excited by the challenge and opportunities this brand-new role provides.

Background

Lewes FC is a unique, 100% community-owned club with a big personality. Lewes FC remain the only club in the world to split our playing budget and resources equally between our men’s and women’s sides and we take a strong stance against gambling adverts in football. We have over 2200 fan-owners living in 37 countries around the world. Our owners are a diverse bunch who like quality football as well as the drive for equality, transparency and integrity in the beautiful game.

On matchdays, fans are greeted by welcoming staff and a great selection of local beers and locally produced food. We are a community club supporting local businesses within our own communities. Outside of matchdays we would like to increase the number of events and initiatives that help open the doors to the local community. This role will manage our hospitality offering on matchdays and throughout the year.

The position will work closely with the founders of our key hospitality partner and award-winning local craft brewery - to help set direction of the club’s hospitality offering, community support and events calendar. Together, we want to set a new standard in hospitality and community activity for football clubs nationwide.

Role and Responsibilities

Manage the day-to-day operations

- Ensure adequate stock supplies, undertake stock-takes and controls and managing ordering for games on a week-to-week basis.
- Manage relationships with suppliers
- Ensure all supplier invoices are approved and processed
- Understand budgets, targets, and forecasts and PL, working closely with the Financial Controller.

Manage hospitality staff

- Recruit, train and manage matchday hospitality staff - organising and allocating shifts including bar work, catering and turnstile operators.

- Submit weekly statement of business to the financial controller detailing staff hours worked, and sales figures.

Identify and run great public and private events and community activity

- Identify local community groups to collaborate with on joint activity and events
- Identify opportunities to host Lewes FC-driven events and generate additional revenue
- Identify great food and beverage partners and suppliers.

Other

- Manage the bar's safety and hygiene and ensure we are in full compliance with health and safety standards.

Qualifications, Skills and Experience

- 2-3 years relevant experience in hospitality management
- 1-2 years' experience of managing staff or volunteers.
- Knowledge of current licensing regulations associated with alcoholic beverages
- A passion and understanding of customer service
- Experience of managing budgets and hitting or exceeding sales targets
- Proficient in Microsoft Office
- Commercially astute, a strong negotiator and highly motivated
- A self-starter with innovative ideas and a problem-solving attitude.
- Excellent interpersonal skills and the ability to communicate and get on with diverse groups of people.

Lewes FC and our hospitality partner prides itself as an equal opportunity employer and we encourage and welcome applications from all candidates including those from under-represented backgrounds such as women, people with disabilities, BAME and LGBTQ+ candidates.

Given the low levels of diversity in football, we understand that candidates from under-represented backgrounds are unlikely to have been given adequate opportunity in the game. Consequently, we will ensure that the application process does not unduly favour candidates with such experience over applicants without it.

To Apply

Please send a cover email and CV outlining your relevant experience and why you would like to work at Lewes FC to: steve@onlywithlove.co