

Vertu Motors Arena
Scotswood Road
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0191 245 3880



EAGLES COMMUNITY FOUNDATION OPERATIONAL SUPERVISOR JOB DESCRIPTION

JOB TITLE: Operational Supervisor

RESPONSIBLE TO: Events, Food and Beverage Manager

SALARY: Grade 3, salary is subject to change but anticipated £24,936.91 to £31,171.14 dependent on experience.

TERM: Full time

HOURS OF WORK: 37.5 hours per week, includes working in evenings, on weekends and public holidays as required.

LOCATION: Vertu Motors Arena

About Eagles Community Foundation

The Eagles are based in Newcastle upon Tyne with a history of being trailblazers in UK basketball both on and off the court. The Eagles completed the construction of their new home; Vertu Motors Arena, a purpose build £7 million three court main hall along with a suite, rooms, gym and community fitness hub in 2019. The Arena is the home to Newcastle Eagles SLBM and SLBW, youth academy, along with the outreach work and Newcastle College. The basketball outreach programme has a junior membership programme across all club sites and an outreach programme engaging with more than 25,000 young people per annum.

JOB PURPOSE: To undertake general operational duties that facilitate the effective operation of the Vertu Motors Arena in line with the aims and objectives of the Eagles Community Foundation.

MAIN DUTIES: The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. To be responsible for opening and closing of the building and keeping areas safe and secure during opening hours.
2. To erect, dismantle, clean and store all equipment and materials required for the provision of the programme of activities.
3. Undertake minor/routine maintenance and repairs and informing management of any major repairs that need addressing.
4. Work front of house including taking phone calls and general administration duties.
5. Sell small events, meetings, conferences, etc., under the guidance of the Events, Food & Beverage Manager.
6. Work within a team under the guidance of senior staff for the delivery of large-scale events.
7. Assist with a marketing plan in order to maximise the usage of the Arena.

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8. To assist in the delivery of programmes and events as and when appropriate. You may be asked to complete relevant courses in order to assist or lead on delivery.
9. To ensure the highest possible standards in all aspects of operation and to play an active role in the achievement and maintenance of management systems with a view to improved customer experience.
10. To promote and implement the Foundation's Equality Policy in all aspects of employment and service delivery.
11. Liaising with external contractors; deploying support staff, maintaining relevant records and providing direct supervision and support where necessary.
12. Maintain stock levels across the Arena and continue to source new suppliers to maximise savings.
13. Assist with any general cleaning duties that needs to be done. This will include the sanitisation of equipment before and after use including hospitality rooms.
14. To supervise customer use of all areas of the facility to ensure compliance with all relevant procedures and regulations in place, and to provide the highest standard of customer care by providing advice, information and guidance as and when required.
15. Support the control of expenditure and income to maximise the efficiency, effectiveness and economy of the Arena.
16. To resolve any operational difficulties that may arise and deal with complaints in accordance with the Foundation's complaints procedures.
17. Provide advice and guidance on policies and procedures.
18. Responsible for the health and safety for all on site along with responding to first aid needs.
19. To be responsible for the supervision and maintenance of effective processes and routines.
20. Set up and take down events both small and large, supervising a team.
21. Work to achieve a Level in Food Hygiene and help with food and beverage for events.

NB:

This is not intended to be a full definition of duties and staff will be expected to assist in such other duties as may be allocated. This job description is subject to variation as the needs of the Arena and the Company may require.

To apply

Please complete the Eagles Community Foundation application form and send to Rachel Sweeney, Events, Food & Beverage Manager either on email; r.sweeney@eaglescommunityfoundation.com or post to Rachel Sweeney, Administration Officer, Eagles Community Foundation, Vertu Motors Arena, Scotswood Road, Newcastle upon Tyne, NE4 7AF. For further information please contact the head office on 0191 2453880.

Deadline for applications: Wednesday 9th April 5pm