

Hospitality Supervisor – Match Day, Conferences & Events

Location: Glamorgan County Cricket Club

Department: Hospitality & Events

Reports to: F&B Operations Manager/Assistant F&B Operations Manager

Contract Type: Full Time, Permanent

Role Overview

We are seeking an organised, proactive and customer-focused Hospitality Supervisor to support the delivery of exceptional hospitality experiences across match days, conferences and events at Sophia Gardens, one of Wales' premier sporting and events venues.

The successful candidate will oversee catering and hospitality operations, set up hospitality areas, supervise a team of staff and ensure consistently high standards of service delivery across all events and match days.

This is a hands-on role requiring strong leadership, attention to detail and the ability to work effectively in a fast-paced environment, while supporting Glamorgan County Cricket Club's commitment to safeguarding, welfare and safer recruitment in line with ECB standards.

Key Responsibilities

Match-Day Operations

- Supervise the delivery of match-day hospitality and catering services across hospitality suites, bars and corporate areas.
- Ensure hospitality areas are fully prepared, stocked and presented to a high standard prior to guest arrival.
- Coordinate service delivery throughout match days to ensure smooth, safe and efficient operations.
- Liaise with catering, bar and operational teams to maintain excellent customer service standards.
- Resolve guest queries and operational issues professionally and efficiently, escalating concerns where appropriate.

Conferences & Events

- Support the planning and operational delivery of conferences, private functions, corporate events and non-match-day activities.
- Oversee room layouts, catering arrangements and event presentation requirements.

- Ensure all event spaces are clean, organised and ready in line with event specifications and safety standards.
 - Welcome C&E organisers on arrival and run through event details, key timings, guest numbers and communicate any changes to the relevant team members.
 - Conduct post-event checks and support the breakdown and reset of hospitality areas.
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Team Supervision, Safeguarding & Training

- Supervise a team of hospitality staff during events and match days, ensuring safe and professional conduct at all times.
 - Allocate duties and monitor staff performance to maintain service, safety and welfare standards.
 - Assist with the induction and ongoing training of casual and permanent hospitality staff, including safeguarding awareness where required.
 - Promote a positive, inclusive team culture and provide day-to-day support and guidance.
 - Ensure staff comply with company policies, ECB safeguarding requirements, health & safety procedures and food hygiene standards.
 - Act as a role model for appropriate behaviour when working in an environment where children and vulnerable adults may be present.
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General Responsibilities

- Maintain high standards of cleanliness, presentation, customer care and professional conduct.
 - Monitor stock levels and identify shortages or equipment issues.
 - Ensure compliance with licensing, food safety and health & safety regulations.
 - Support continuous improvement in hospitality operations and the overall guest experience.
 - Be alert to safeguarding or welfare concerns and follow Club and ECB reporting procedures as required.
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Safeguarding & Safer Recruitment

Glamorgan County Cricket Club is committed to providing a safe, supportive and positive environment for children, young people and vulnerable adults, in line with ECB Safeguarding Policies.

The successful applicant will:

- Be subject to Safer Recruitment checks, which may include a Disclosure and Barring Service (DBS) check, right-to-work checks and satisfactory references.
 - Be required to complete appropriate safeguarding training as part of induction or ongoing development.
 - Be expected to uphold and promote safeguarding best practice in all areas of work.
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Skills & Experience Required

- Previous experience in hospitality, catering or event supervision.
 - Experience supervising or leading a team.
 - Strong organisational and communication skills.
 - Ability to work under pressure in a busy event environment.
 - Excellent customer service and problem-solving skills.
 - Flexible approach to working evenings, weekends and match days.
 - Knowledge of food hygiene, health & safety standards, and safe working practices.
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Desirable

- Experience working within a sports stadium, conference venue or large-scale events environment.
 - Personal Licence Holder qualification.
 - Food Hygiene Certificate.
 - Experience training, mentoring or supporting team members.
 - Previous experience working in environments with safeguarding requirements.
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Personal Attributes

- Professional, approachable and responsible manner.
 - Strong attention to detail.
 - Reliable, flexible and conscientious.
 - Positive, hands-on approach.
 - Ability to motivate, support and appropriately manage team members.
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Working Hours

This role requires flexibility and will include evenings, weekends and bank holidays in line with match schedules and event bookings.