



MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

Hospitality Coordinator (Restaurants & Debentures)

Department: Catering, Hospitality Operations

Reporting to: Hospitality Manager (Restaurants)

Contract: Permanent

DIMENSIONS OF ROLE

Normal working hours will be 09:00 to 18:00, five days out of seven Monday to Sunday (inclusive), including one-hour unpaid lunch on each day worked; making a total of 40 working hours per week.

KEY PURPOSE OF ROLE

To support MCC by being responsible for the coordination and sales of the restaurant business within (but not limited to) MCC restaurants located at Lord's Cricket Ground. Helping to develop the restaurant products, administrate and allocate any dining ballots and overall supporting the hospitality team with match day delivery.

KEY TASKS AND ACCOUNTABILITIES

- To assist the hospitality team with MCC Member, General Public and Debenture Holder restaurant coordination duties, ensuring smooth running of the restaurant operation.
- Work alongside the Hospitality Manager (Restaurants) to develop and coordinate restaurant ballot and reservation systems.
- Work with the Hospitality Manager (Restaurants) on match day preparation, including but not limited to, table plans, check in lists, menu co-ordination, function sheets, SOP's & internal stakeholder communication.
- Assist development of 'out of season' restaurant offerings.
- Preparation of match day restaurant collateral.
- To be confident when talking with Members, General Public and Debenture Holders regarding the MCC restaurant offerings (via phone & email).
- To have a visible presence in all areas on set-up and match days.
- Oversee the distribution of post dining surveys and collate responses for reporting.
- Assist with post-match debriefs and analysis.
- Responding to incoming enquiries from MCC Members, General Public and Debenture Holders in a timely manner (phone and email).
- Oversee the Restaurant element of the Lord's website.
- To have an in-depth knowledge of all MCC's restaurant offerings across all areas.
- To provide additional administrative support to the hospitality team (including hospitality suites, shared hospitality facilities and the operations team).
- Working collaboratively with the Lord's commercial, sales, and catering team.
- To carry out any other reasonable request as directed by managers.
- Weekend rota applicable throughout season.

This job profile is not an exhaustive or definitive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks and duties of the jobholder might differ from those outlined in the job profile and duties might be amended as the job evolves in light of the needs of the business and/or at the discretion of management.

VARIATIONS OF JOB RELATING TO MAJOR MATCHES

- Attendance at all major match-days, including weekends, as required.
- Any other duties, whether in the Department or elsewhere around the Ground, as required.

HEALTH AND SAFETY

- Responsible for the safety of yourself and others through adherence to MCC (and legal) safety rules and procedures.
- Report any unsafe practices, equipment or circumstances as appropriate.
- Comply fully with relevant security policies and procedures.
- Be familiar with fire procedures and evacuation procedures and be prepared to operate when/if trained as a Fire Warden.

PERSON SPECIFICATIONS – SKILLS, EXPERIENCE AND QUALIFICATIONS

- Excellent communication & interpersonal skills.
- Passion to work within the hospitality, restaurant and/or events industry.
- High level of initiative, with administrative and organisational ability.
- An understanding of the importance of customer service/satisfaction.
- Tact, discretion and the ability to work quickly under pressure maintaining a high level of accuracy and attention to detail.
- Ability to create relationships with colleagues and clients.
- Flexibility in work content and hours.
- High standard of personal presentation.
- IT literate, including Word, Excel & Outlook.
- Financial literacy.

Written by: Louise Abbott

Accepted by:

Date: 19 February 2024

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