

## **Job Description: Front of House Manager**

**Pay: £13.60ph, 30 hours per week**

**Contract Type: Permanent**

**Location (on-site): Castle Park, Doncaster, DN2 5QB**

### **About Doncaster Knights**

Doncaster Knights are Yorkshire's leading rugby union club, competing in the RFU Championship with ambitions to secure promotion to the Premiership. As the most promoted club in English rugby, we are proud of our facilities at Castle Park, which hosts professional fixtures, grassroots rugby, international games, and a thriving events and conferencing business.

Employing over 50 full-time staff alongside a large team of casual workers, we are a major employer in the region, offering hospitality, commercial, and event experiences of the highest standard.

### **Role Overview**

We are looking for an experienced and motivated **Front of House Manager** to lead our hospitality operations across all matchdays, events, and conferencing activities at Castle Park the home of Doncaster Knights. Reporting to the Head of Events & Hospitality, you will be responsible for working closely with the bar and catering teams and managing hospitality team across events and matchdays, delivering exceptional guest experiences, and optimising operational efficiency.

The job requires working with the team of event and hospitality teams to facilitate smooth workplace operations. The ideal candidate will bring strong leadership, customer service, and commercial acumen, playing a key role in preparing the club for future Premiership-level operations.

You should be up to date with food hygiene standards, food regulations, employment & health & safety legislation.

### **Key Responsibilities**

- Oversee delivery of major events, including matchdays, weddings, and conferences.
- Support the recruitment and development of a high-performing hospitality and catering team.
- Deliver staff inductions and ongoing training to ensure all team members meet service and safety standards
- Manage day-to-day front of house operations and delegate responsibilities effectively.
- Design and deliver event set ups
- Maintain conferencing facilities and client-facing IT systems.
- Conduct routine inspections and coordinate maintenance with the Management teams

- Ensure full compliance with health and safety, licensing, and hygiene regulations.
- Implement and improve standard operating procedures to enhance service delivery.
- Monitor budgets and financial performance, identifying efficiencies and growth areas.
- Analyse guest feedback and seek to resolve customer issues
- Manage external suppliers and contractors to ensure consistent quality standards.
- Maintain cost control measures.
- Represent the club at events and ensure a high-quality brand experience at all touchpoints.
- Collaborate with internal teams across all departments.
- Collate feedback for management meetings
- Set and achieve service and guest satisfaction targets in conjunction with the Head of E&H.

### **What We're Looking For**

- Demonstrable experience in a similar hospitality management role.
- Strong knowledge of food & beverage operations, staff management, and customer experience.
- Exceptional leadership, communication, and organisational skills.
- Understanding of relevant employment law, health & safety, and licensing legislation.
- Ability to work flexible hours including weekends and evenings around events and matchdays.
- A proactive and commercially minded approach with a keen eye for detail.

A formal qualification in hospitality or business management is desirable but not essential. More important is the right attitude, a passion for excellence & delivering exceptional customer experience, and the ability to inspire a team and elevate our hospitality offer.

### **And Finally....**

The list of duties in this job description is not exhaustive and is intended to outline the main activities of the post holder. Duties and responsibilities may be subject to change taking into account the development needs and following full discussion with the post holder.

### **Why Join Us?**

This is an exciting opportunity to make a lasting impact at a professional sports club on the rise. You'll be part of a driven and supportive team working in a dynamic and rewarding environment, with the chance to grow alongside the club as we pursue our ambitions on and off the field.

**Equal Opportunities**

Doncaster Knights is committed to creating an inclusive and welcoming workplace. We value diversity and encourage applications from all qualified individuals.