

**DELAWARE NORTH UK  
POSITION PROFILE**

<b>Position Title: Supervisor I, Commissary</b>		<b>Job Code: S316</b>	
<b>UK Known As: Logistics Supervisor</b>			
<b>Status: Salary</b>	<b>Grade: S4</b>	<b>Direct Reports:</b>	<b>No</b>

**PURPOSE**

- Ensuring that all areas, equipment and furniture are maintained to highest state of readiness through effective and appropriate shift supervision of the logistics team.
- To assist the venue with the set up and clear back of events throughout the venue.
- Ensuring that all areas, equipment, stock and furniture are maintained to highest state of readiness through effective and appropriate shift leadership of the logistics team.

**ESSENTIAL RESPONSIBILITIES AND DUTIES**

**Operations**

- To oversee the logistics team on non-match days and event days ensuring work is completed on time and on specification.
- To keep equipment, stock and their associated stores maintained to a high standard.
- To ensure all areas are in a high state of readiness for the next event by completing clear back and event preparation activities at the earliest opportunity.
- To report any maintenance issues immediately to the onsite team and site maintenance teams.
- To operate manual handling equipment as per training provided and the defined safe systems of work.
- To ensure that all team members have received adequate training and are aware of safe systems of work.
- To support the operational team with any reasonable logistical needs.
- To ensure that all logistics porters (including self) wear the appropriate uniform and PPE required for the job.

**Communication**

- Interface and communication with all internal customers
- Interface and communication with suppliers, including where required transport, and hire companies.
- Close liaison with internal and external customers and attending meetings as required.

**Legal, Safety and General**

- To work in a way that demonstrates Health & Safety excellence ensuring compliance of all team members with relevant policies and procedures.
- To ensure all legal requirements are met and records are up to date for audit purposes.
- To ensure that the operation is operated in accordance with current knowledge and practice, management, and measurement of all areas of responsibility including company regulations relating to the following areas:
  - Health and Safety
  - Food Hygiene
  - Fire Regulations
  - Licensing Laws
  - Sales of goods / Trading Standards
- To ensure that the operation is delivered in a safe manner at all times.

### **GuestPath**

- As part of the Delaware North Team, be an ambassador for Delaware North (UK) Values and Mission statement and champion the GuestPath message always.
- Ensure that the principles of the Delaware North Guest Path program are followed at all times.
- To deliver on any other reasonable request of Senior Management from Delaware North

## PERFORMANCE MEASURES

- To have the ability to plan, operate and manage processes accurately, whilst supervising a variable team. They should have and understand the urgency and high level of attention to detail that is required in the events industry.

## JOB CONTRIBUTION & PROFESSIONAL COMPETENCIES

### ***Functional Knowledge***

- Requires breadth and/or depth of skills in a range of processes, procedures and systems.

### ***Business Expertise***

- Requires in-depth knowledge of department processes and procedures.

### ***Leadership***

- Serves as lead for the team; allocates work and provides guidance to team members.

### ***Problem Solving***

- Gathers information to solve problems that are escalated from team members.

### ***Impact***

- Impacts own team and closely related teams; defines and recommend process improvements.

### ***Interpersonal Skills***

- Evaluates and communicates job specific information.

## DESIRED EXPERIENCE & REQUIRED FUNCTIONAL EXPERTISE

**Education Requirement:** GCSE's

**AND/OR**

**Total years' experience:** 3 - 4

**AND/OR**

**Essential Experience:**

- Excellent communication skills.
- Flexible approach to working hours.
- Previous large scale venue set up experience.
- Self-motivated and self-sufficient who enjoys working in a high achieving environment.

**Desirable Experience:**

- Forklift license.
- Other relevant mechanical equipment licenses.
- Previous team leader or supervisory experience.
- Level 2/3 manual handling.

## WORKING CONDITIONS

Your normal place of work is location based.

You will have a home location, but you may be asked to work across the business in line with business needs.

All aspects of Government advice regarding safe working environments will be adhered to, including:

- COVID-19 risk assessment completed.
- Cleaning, handwashing and hygiene procedures adopted.
- Comprehensive working from home policies.
- social distancing measures adopted.
- Transmission risk measures adopted.