



arena

## FREELANCER POSITION DESCRIPTION

POSITION TITLE: Food Safety & Hygiene Executive

Department: Food & Beverage

Reporting to: Head of F&B

Grade: N/A

Date approved: March 2025

### OUR VISION

ASM Global's vision for the Coca-Cola Arena is to provide a state-of-the-art multipurpose indoor Arena with impeccable management to establish it as the region's premier entertainment and sports venue for UAE residents and tourists. To achieve this and to drive inbound tourism, the focus must be on securing premier events, delivering world class branding and marketing, the very best practice's, customer service and operating efficiencies.

### OUR MISSION

To be an iconic international standard multipurpose indoor Arena that will place Dubai on the international touring circuit for world-class entertainment and indoor sports to enhance the lives of residents of the UAE and generate significant ongoing growth of inbound tourism to Dubai.

### OUR COMPANY VALUES

**ACCOUNTABILITY** - We follow through on everything and do what we say we are going to do. We believe in taking responsibility for our actions and consistently performing to world-class standards. We have an obligation to create financially sustainable practices and to always remain commercially prevalent.

**DIVERSITY** - We believe diversity is the foundation to our success. By being inclusive, celebrating all our unique points of view and experiences, and most importantly - embracing and encouraging our people to be their authentic self. Diversity is powerful and a champion for change.

**RESPECT** - We respect our team of people and treat everyone with politeness and kindness, which in turn creates a culture where individuals feel valued and appreciated. When we respect each other, our level of trust grows and support increases, creating high performing teams.

**SAFETY** - We believe safety is non-negotiable, core and part of our business - in everything we do. A safe environment creates a great environment. Safety first, every time.

**INNOVATION** - We believe innovation and creativity is the key to being leaders in entertainment. Innovation is not always easy but the right returns brings value, possibilities and opportunities for our stakeholders.

**INTEGRITY** - We treat people the way we want to be treated. We undertake our work ethically and honestly and communicate openly and regularly. Integrity is the essence of who we are.



# JOB DESCRIPTION

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## POSITION PURPOSE:

- To ensure the smooth and efficient operation by managing and monitoring all Food Safety & Hygiene policies, procedures and further requirements as required by government authorities, within the Coca-Cola Arena (CCA).
- To act as the subject specialist and to provide support and guidance to the management and have a strong relationship with the Food and Beverage, Purchasing and Logistics and other food handling teams in order to ensure food quality and food safety standards are suitable and sufficient to satisfy HACCP standards, ASM Global APAC standards as well as UAE standards.

AREAS OF RESPONSIBILITY	PERFORMANCE STANDARDS
Leadership	<ul style="list-style-type: none"><li>◆ To act as technical advisor to the CCA's Crisis Management Team.</li><li>◆ Chair Food safety committee meetings as required and actively participate in functional processes of the Quality team.</li><li>◆ Lead by example and continuously develop and mentor CCA's team members that role has a food safety and hygiene related activities.</li></ul>
Planning and Support	<ul style="list-style-type: none"><li>◆ To provide support in the development and implementation of food safety management system and related training programs deployed within the CCA.</li><li>◆ Proactively identify food safety program development needs.</li><li>◆ Monitor and pre-empt changes to local requirements and adapt established training and communications processes accordingly.</li><li>◆ Support in F&amp;B Department establishing Foodwatch program as required by the Arena</li><li>◆ Identify and develop function-specific food safety training programs working in conjunction with the People &amp; Culture department.</li><li>◆ Any other duties assigned by the Quality Systems Manager.</li></ul>
Implementation	<ul style="list-style-type: none"><li>◆ Ensure food safety training programs are implemented in all food handling areas and oversee training quality.</li><li>◆ Liaise with all department/team heads on issues relating to the application of food safety programs and assess each department/function development needs.</li></ul>



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AREAS OF RESPONSIBILITY	PERFORMANCE STANDARDS
	<ul style="list-style-type: none"><li>◆ Proactively identify food safety, handling and hygiene program development needs, monitor incident reports and formulate trends and preemptive measures.</li><li>◆ Remain current with local and international standards and requirements and adapt in-house programs and systems accordingly.</li><li>◆ Maintain Foodwatch program by ensuring that all training records and traceability records are updated on Foodwatch by relevant team members/stakeholders</li><li>◆ To support the functioning of the food safety management system (FSMS) at the Coca-Cola Arena.</li><li>◆ To implement and audit the CCA's food safety and hygiene standards and internal inspection system to ensure the highest food safety and hygiene standards.</li><li>◆ To deliver specific food safety, handling and hygiene training programs for employees. Adopt a proactive and pre-emptive approach to risk assessments, established systems and training programs.</li></ul>
Monitoring and Measurement	<ul style="list-style-type: none"><li>◆ Manage food safety and hygiene management system implemented at CCA in coordination with Food and Beverage department (this includes External Services Providers)</li><li>◆ Ensure all food safety programs are successfully deployed and functioning at CCA.</li><li>◆ Monitor incident reports to formulate a trend analysis and proactively apply the necessary corrective or preventative measures.</li><li>◆ Report and investigate food safety and hygiene related incidents from a guest, vendor perspective</li><li>◆ Manage internal and external food safety related audit programs to ensure quality and compliance.</li><li>◆ Coordinate laboratory sample analysis and report deviations accordingly for corrective actions to ensure compliance with FSMS</li><li>◆ To facilitate and report on all external audits, conduct vendor site audits and coordinate with external laboratory and food safety and hygiene services.</li></ul>



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AREAS OF RESPONSIBILITY	PERFORMANCE STANDARDS
Improvement	<ul style="list-style-type: none"><li>◆ To assess, investigate and report on health and safety incidents and manage the corrective and responsive actions with all relevant teams.</li><li>◆ Monitor, analyze and report on the performance of the food safety programs deployed.</li></ul>
Risk Mitigation	<ul style="list-style-type: none"><li>◆ Adopt a proactive and pre-emptive approach to risk management, by establishing systems and training programs.</li></ul>

GENERAL RESPONSIBILITY	PERFORMANCE STANDARDS
<b>Promotion of the Arena services and facilities to clients</b>	<ul style="list-style-type: none"><li>◆ Friendly, professional communication</li><li>◆ Cooperation and willingness to assist</li><li>◆ Positive image portrayed reflecting a professional company image</li><li>◆ Commitment to Arena vision, mission and company values</li><li>◆ Provide administrative, management and technical support to the Quality team.</li></ul>
<b>Work Ethic</b>	<ul style="list-style-type: none"><li>◆ Lead by example and act as a role model, ensuring all work practices are conducted in a professional manner.</li><li>◆ Communication is open, transparent and positive</li><li>◆ Communicate regularly and effectively with all departments</li><li>◆ Demonstrate cultural competence and show respect to team</li><li>◆ Be punctual and on time for work and meetings</li><li>◆ Ensure grooming and dress code is professional and respectful of the Middle East environment.</li><li>◆ Efficient and consistent work practices.</li><li>◆ Ensure confidential meetings/discussions are kept confidential</li><li>◆ Adhere to ASM Global Code of Business Conduct at all times</li></ul>
<b>Stakeholder Relationships</b>	<ul style="list-style-type: none"><li>◆ Ensure communication is timely, open, honest and transparent.</li><li>◆ Build, develop and maintain relationships with all key stakeholders.</li><li>◆ Meet regularly with key focal points from the owner.</li><li>◆ Report any serious issues or concerns with the owner to the Quality Systems Manager.</li></ul>



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GENERAL RESPONSIBILITY	PERFORMANCE STANDARDS
	<ul style="list-style-type: none"> <li>◆ Ensure all communications, verbal or written is conducted in a timely and efficient manner.</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>◆ Timely response to any issues or situations</li> <li>◆ Provide client and or team feedback</li> <li>◆ Identify any potential issues or areas of concern, and come up with ways to improve and resolve situations</li> </ul>
<b>Report any damages to property or equipment</b>	<ul style="list-style-type: none"> <li>◆ Follow correct procedures and report any damages</li> <li>◆ Ensure correct paperwork is completed and submitted in a timely manner</li> <li>◆ Contact Director of Services or Head of Security for anything urgent</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>◆ Perform other duties as directed by the Quality Systems Manager</li> <li>◆ Perform other reasonable duties as directed from time to time.</li> <li>◆ Be flexible and willing to undertake all tasks and activities.</li> </ul>

**PERSONAL SPECIFICATIONS:**

POSITION		ESSENTIAL	DESIRABLE
<b>Qualifications</b>	Bachelor's Degree in Food Science or similar	✓	
<b>Experience</b>	<ul style="list-style-type: none"> <li>◆ Minimum 5 years Food Safety &amp; Hygiene experience</li> <li>◆ Valid PIC Advance Level certified</li> <li>◆ Experience in a Food Safety &amp; Hygiene role in an International Event Mgmt. or 5-star hotel group is a must</li> <li>◆ Excellent oral and written communication and negotiation skills</li> <li>◆ Good administration skills for reports and investigations writing</li> <li>◆ Fluent in English</li> <li>◆ Additional language is a plus</li> <li>◆ Strong interpersonal skills</li> <li>◆ Organizational skills</li> <li>◆ Strong administrative abilities</li> <li>◆ Strong communication skills</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li></li> <li></li> <li></li> <li></li> <li></li> <li></li> <li>✓</li> <li></li> <li></li> <li></li> <li></li> <li></li> </ul>



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POSITION		ESSENTIAL	DESIRABLE
	<ul style="list-style-type: none"> <li>◆ Knowledge of HACCP standards and DM Food Code</li> <li>◆ NEBOSH - International General Certificate or similar</li> <li>◆ Internal auditor certification in ISO 9001 and ISO 22000</li> <li>◆ Familiar with UAE Health &amp; Safety &amp; Food Safety regulations</li> </ul>	✓   ✓	✓  ✓
<b>Other requirements</b>	Driving license and car		✓
<b>Skills and Knowledge</b>	Ability to work unsupervised	✓	
	Strong presentation and communication skills	✓	
	IT literate including the full Microsoft Office Suite	✓	
	Ability to work with multicultural team	✓	
	Listening skills	✓	
	Creative thinking	✓	
	Influential communicator	✓	
<b>Personal Qualities</b>	Friendly and amicable personality.	✓	
	Excellent communication skills at all levels.	✓	
	Excellent internal and external stakeholder management skills	✓	
	Excellent personal presentation and grooming.	✓	
	Willingness to work as a team member.	✓	
	Willingness to accept direction.	✓	
	Well organised.	✓	
	Can do attitude without compromise of safety.	✓	
	Attention to detail.	✓	
	Ability to work under pressure and meet deadlines.	✓	
	Proven ability to use initiative.	✓	
	Flexibility with working hours.	✓	
	Energetic	✓	

I have read the Position Description detailed above and I fully understand and accept the position as described therein.



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© ASM Global	Consultant Name:	Department:
Venue: Coca-Cola Arena	Consultant Signature:	Date: