

Job Outline

Job Title:

Food and Beverage Manager

Basis:

Full Time - Annualised

Salary:

£27,009 per annum

Base:

Bryngarw House

Accountable to:

Manager

Accountable for:

Food and Beverage Assistants
Casual Food and Beverage Staff
Casual Bar Supervisor
Casual Food Service Supervisor

Your Role:

Is to undertake the preparation and organisation of the venue and bars to meet the wedding and event requirements and calendar.

You will lead, train and motivate the F&B team to ensure a high standard of customer service for our guests at all time.

In this role, you will:

- Lead the service of food and beverage operations during weddings and events, to deliver consistently high standards at all times.
- Lead by example and promote a harmonious and positive workplace to ensure working relationship thrive and an excellent customer experience.
- Manage the food and beverage team, conducting performance reviews and catch ups and supporting, developing and motivating the team to become the best that they can be.
- Complete team rotas in line with set procedures to provide adequate staffing for wedding and events in line with agreed budgets and in consultation with the wedding team.
- Ensure that all aspects of room set up are applied in line with the wedding/event brief and customer requirements
- Liaise with external caterers and suppliers for events, including access and collection as necessary
- Ensure that all bar and customer areas conform to accessibility and Health & Safety requirements, and that the highest standards of housekeeping are maintained.
- Resolve people management issues including absence, return to work talks, payroll queries and any other general staff questions.
- Develop, implement and co-ordinate appropriate training for F&B staff ensuring training is undertaken as appropriate, in relation to but not limited to customer service, food service, bar management, manual handling, food handling, hygiene, Health & Safety and Fire Awareness.
- Ensure that the most up-to-date procedures, policies and legislation, such as licensing requirements, are adhered to by staff at all times.
- Provide effective supervision, ensuring all cash handling procedures for bar correctly managed
- Support the Head of Food & Beverage and General Manager with monitoring budgets and delivering and aiming to exceed agreed sales targets.
- Ensure that stock is maintained to levels that meet demand, undertake stock checks, rotations, and ensure that EPOS is up to date and accurate at all times.
- Identify and work with F&B management team to drive forward opportunities to improve environmentally sustainability within the food and beverage operations, achieving targets as required.

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General Duties and Responsibilities:

- Be responsible for your own safety and that of other staff and any member of the public who may be affected by your acts and omissions at work.
- Participate in any training and development activities to maintain own development or to enhance competence within job role.
- Uphold and integrate our purpose and value in all that you do.
- Ensure that activities are completed in accordance with Awen's commitment to equalities and diversity and in line with best practice and legislation.
- This is not a complete statement of all duties and responsibilities comprising this post, which may have to be varied to meet the changing needs of the business

Person Specification

The Person (ESSENTIAL CRITERIA ARE INDICATED AS (E):

- A good degree of initiative, resourcefulness, flexibility and a self-motivating approach. (E)
- Innovative thinker with a solutions-based approach (E)
- Positive, and motivational approach to support colleagues and teams to achieve common aims and objectives (E)
- Confident and professional approach and enjoys networking and building positive relationships with all stakeholders (E)
- Forward thinking and able to contribute to aims and objectives of Awen through its vision and brand values (E)
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- Works well under pressure and able to effectively manage multiple priorities to strict deadlines (E)
- Set high standards of performance for self and others in meeting internal and external customer expectations. (E)
- Interest and enthusiasm in theatres and arts

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Qualifications, Skills, Abilities and Experience:

(ESSENTIAL CRITERIA ARE INDICATED AS (E):

- NVQ Level 3 in Hospitality or similar or be able to demonstrate similar through experience (E)
- Experience of supervising or managing in a food and beverage setting, preferably in relation to weddings and functions (E)
- Good verbal and written communication skills (E)
- Good time management and ability to follow instructions (E)
- Ability to work in a multifaceted position and deliver outcomes to tight deadlines (E)
- Ability to work on own initiative as well as a key member of a team (E)
- Excellent numeracy skills in relation to collation, reporting of financial data and cash handling (E)
- Experience in a customer service role (E)
- A full driving licence and access to your own vehicle for work purposes (E)
- Able to effectively manage multiple priorities, problem solve and work to strict deadlines Ability to speak Welsh (E)
- Ability to speak Welsh
- Knowledge and understanding of health and safety regulations
- IOSH managing safely qualification or demonstrate similar through experience
- Evidence and understanding of Awen's offer and services

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