

Role Profile

This section provides key information relating to the role

Job Title:	Food & Beverage Manager		
Post No:	RP0168	Grade:	H
Team:	Place	Location:	Campus West
Responsible to:	General Manager		
Responsible for:	Hive Kitchen Manager, Campus West Chefs		

Overall job purpose:

Responsible for the operational planning and overall management of the catering operations across the leisure sites.

Responsible for overseeing all aspects of food and beverage operations to deliver and develop an outstanding catering service to maximise income and meet all food hygiene regulations.

Lead on identifying and developing commercial opportunities to maximise income.

Ensure exceptional customer service is delivered at all three venues whilst ensuring compliance with licenses and regulations are adhered to.

Key areas of focus:

1.	To lead on all aspects and manage the Food and Beverage Services at Campus West, The Hive and Mill Green Museum ensuring they are efficient and effective.
2.	Taking responsibility for the daily operations of the Kitchen teams at the 3 leisure venues.
3.	To lead on all aspects of food and beverage, health & safety and food hygiene related matters, ensuring there is strict compliance with all relevant hygiene and safety legislation requirements, and all licensing requirements are strictly adhered to. Deliver high standards of food quality, service, cleanliness, and safety.
4.	To develop the business plan and identify commercial opportunities for the Food and Beverage service to include developing menus and staple products to drive income, minimise waste and maximise the profit.
5.	Proactively seek new and innovative initiatives to improve customer service.
6.	Take responsibility for food and beverage stocktaking and ordering to hit target GP%

7.	Responsible for liaising with suppliers and clients.
8.	Responsible for maintaining financial and administrative records. Ensure all information needed for invoicing is recorded, completed and passed to the relevant people.
9.	Lead on the production and costing of menus and new dishes for seasonal changes and special events
10.	Line manages the kitchen teams. Promote high standards of service, conduct and professionalism in the team. Recruit, motivate, coach, guide, monitor performance, set targets, ensure welfare, and provide regular performance reviews and feedback.
11.	Devise and implement a training plan for the team which seeks to ensure all legal requirements are fulfilled and to continually improve service levels and consistency in line with the service and organisational goals
12.	Ensure that all staff are trained on all statutory procedures and that records of training are kept.
13.	To manage the rota to ensure optimum service levels can be achieved in line with business and seasonal requirements
184.	Identify and ensure relative risk assessments for Food & Beverage operations and events are completed and adhered to.
15.	In consultation with the General Manager, devise, implement, manage and monitor budgets, analyse and forecast identifying areas of risk and opportunity to the service.
16.	This post involves regular evening, weekend and bank holiday working as the service requires.
17.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
18.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
19.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Level 3 in Food safety	x		AP
Extensive experience of working within Food and Beverage Industry at management level	x		AP/NI
Proven experience of managing in a commercial catering operation	x		AP/IN
Experience of menu development and management	x		AP/AS/IN
Experience of managing budgets	x		AP/AS/IN
Experience of managing / supervising staff	x		AP/IN
Personal License Holder		x	AP
Knowledge			
Sound knowledge of Health and Safety and Food Safety legislation and guiding principles	x		AP/AS/IN
Skills and abilities			
Experience of working with the public, a commitment to customer care and delivering a service which is people focused.	x		AP/IN
The ability to manage, train and develop full, part time and casual staff	x		AP/IN
To have a practical “hands on” approach with special events and daily activities	x		AP/IN
Excellent interpersonal skills to build close working relationships with customers, colleagues and supplier	x		IN
Ability to work & make decisions on own initiative	x		IN

Other attributes			
Excellent working knowledge of MS Office applications including Word/Excel, Outlook and web browsers	x		IN
Ability to work shift patterns (to include evenings and weekends) to meet the needs of the service	x		AP/IN
Full UK driving license and access to a car	x		AP

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.