

Food and Beverage Manager: Context and Person Specification

Job Title: Food and Beverage Manager

Salary: £23,000 - £25,000 per annum

Reports to: Chief Executive and Finance Manager

Direct Reports: Front of House Assistants

Hours: Permanent, full time, 36 hours per week
Evening and weekend work will be required

Base: Mainly Theatre Royal Winchester

Organisation Context

Play to the Crowd is an arts and education charity which operates Theatre Royal Winchester, Hat Fair and Playmakers. Theatre Royal Winchester has recently transformed its foyer and bar space to create an exciting new creative Cafe Bar for Winchester. This aims to welcome a much broader range of people into the building and has been part of a larger project to refresh the brand and visibility of the charity.

There are plans to further develop the outdoor space, which we were able to use during the pandemic, to extend the Cafe Bar beyond the confines of the building.

Hat Fair, the longest running Outdoor Arts Festival in the country, attracts tens of thousands of people to the city for a long weekend each July. We facilitate local food and beverage concessions and intend to operate our own bars for the festival in the future.

Job Context

We only launched the new organisational brand and Cafe Bar a few months before the pandemic hit. Both got off to a tremendous start and were universally welcomed in the city. The pause necessitated by the events of the last year has allowed us time to evaluate and restructure and this developed role is one of the outcomes of that work.

It is important to us that this role can take operational control of all the food and beverage (F & B) related aspects of the whole charity and ensure consistency of approach and quality of delivery throughout.

We are also keen for the F & B offer to align even more closely with our creative, performative brand and our vision to “delight and unite communities”. As such we are looking for an individual with real creative flair and ideas as well as sound catering and operational management experience and capability.

Job Purpose

To take responsibility for the management of all F & B related offers across Play to the Crowd’s activities. This will include:

- Theatre Royal Winchester’s Cafe Bar
- Cafe Bar events including all fresco events
- Theatre Bars servicing theatre going audiences
- Ice cream, confectionery and other F & B services for audiences
- Catering for hires, community partners, meetings and other events in and beyond the building
- Hat Fair bars
- Hat Fair F & B concessions

The role will be responsible for creating a distinctive and 'on brand' F & B offer, meeting operational financial targets and increasing footfall in environments which are welcoming, interactive and vibrant. We are a creative organisation based in a creative building and we want our Cafe Bar and broader F & B package to feel creative too – creative coffee, creative food, creative happenings.

As a people orientated organisation it is essential to us that service quality is very high and the Food and Beverage Manager will be responsible for assuring that and recruiting and training the casual team appropriately.

Knowledge/Experience/Skills and Qualities needed:

Essential

Experience

- At least one year's experience in F & B management
- At least two years' barista experience
- At least two years' busy bar work experience
- Evidence of creative ideas and of implementing them in a catering context
- Experience of managing budgets, stock and cost control including mark-ups
- Experience of rostering and leading staff

Skills and Qualities Cont.

- Confident communicator, able to remain calm under pressure
- Self-motivated and effective in time management
- Ability to work independently and know when to involve others.
- Excellent English communication skills, both written and verbal
- Immaculate standards of personal presentation and hygiene

Knowledge

- Food sourcing, preparation and menu composition
- Health and Safety, food hygiene, licensing laws and cash handling
- Competent IT, numeracy and literacy skills

Desirable

- Track record in generating revenue and business development
- Qualification in hospitality/catering
- Personal licence holder
- Knowledge of Orbis till systems

Skills and Qualities

- Passion for good food and drink
- Commitment to excellent customer service
- Able to problem solve
- Ability to work quickly under pressure while remaining welcoming and friendly to customers
- Entrepreneurial with good business acumen, able to spot issues and opportunities quickly

Principal Responsibilities

Food and Beverage Management

- Take full responsibility for the effective operation of all F & B related parts of the organisation
- Develop the reputation and popularity of the Cafe Bar as a destination
- Continually improve the efficiency of theatre audience service to maximise sales and minimise queues
- Actively encourage and deliver catering led events including Cafe Bar performances and private hire events
- Develop the F & B offer at Hat Fair to maximise revenue for the charity
- With the Finance Manager and the Board's Finance and Trading Action Group, review sales regularly, agreeing targets and strategies for growth
- Work with the Communications and Development Director to maximise promotional and sales opportunities
- Work with the Site Manager to monitor and manage all maintenance issues
- Ensure all relevant legislation is adhered to with regard to licensing, hygiene, health and safety and fire safety and participate in the organisation's Health and Safety Management Group
- Ensure adherence to effective security procedures, including opening and closing procedures
- Ensure that accurate cashing up and cleaning procedures are carried out at end of service

Food and Beverage Preparation and Menu Planning

- Be responsible for the hands-on day to day management of F & B preparation, menu innovation and development for the theatre's Cafe Bar, private hire events and special events
- Source suppliers and lead on F & B ordering ensuring full availability of menu at all times whilst monitoring of sales to minimize wastage
- Welcome customers, prepare and serve food and drink, ensuring a consistent service quality across the team
- Set pricing and monitor and adjust to ensure margins are maximised while pricing remains competitive
- Log recipes, ingredients and suppliers for both drinks and food
- Ensure that all members of staff are fully briefed about menus, offers and other information

Financial and Stock Control

- Ensure all deliveries are received correctly and logged in stock system
- Work with Finance to process and log invoices and petty cash receipts
- Maintain effective stock control, storage and rotation to minimise wastage and monitor sales and stock levels
- Review suppliers and prices on an ongoing basis to ensure value for money
- Be accountable for turnover and monitor against budgeted targets for sales and costs
- Ensure that all financial and cash handling procedures are carried out correctly
- Programme and manage the Orbis till system and ensure smooth operation and reporting

Staffing and Customer Service

- Recruit and manage the F & B casual team, including preparing rotas and ensuring they work to expected standards at all times
- Train F & B staff in preparing the full food menu and all drinks and coffees to the consistently high standard required
- Work closely with the Front of House Manager and Duty Managers to ensure co-operation and flexibility especially when the building is managing theatre audiences and Cafe Bar customers at the same time
- Work with the Front of House and Duty Management to ensure performances are appropriately supported
- Set a high standard and good example for your casual team with regard to punctuality, attendance and attitude and ensure these standards are maintained at all times.
- Set a high standard and good example for your casual team with regard to the levels of cleanliness and hygiene to be maintained at all times including a regular deep clean schedule.

General

- Champion the organisation's values and act as an advocate for the organisation with the public and key stakeholders
- Adhere to organisational policies and procedures and carry out all tasks in accordance with best practice
- Actively support the organisation's action plans in respect of diversity and equality
- Participate in training and other forms of staff and team development
- Comply with the company's Health and Safety policy at all times and maintain a 5 star food hygiene rating
- Undertake such other tasks as are agreed with the Management of Play to the Crowd

Play to the Crowd is an equal opportunities employer and welcomes applications from people from the widest possible diversity of backgrounds, cultures and experiences.

Benefits include:

- Contributory pension
- Employee Assistance Programme
- 30 days holiday rising to 33 days
- Opportunities for limited over time
- Access to complimentary theatre tickets