

Post	Catering Services & Bar Manager
Reporting to	Finance Director
Dated	August 2024
Salary range	£35,000 gross per annum
Status	Permanent - 37.5 hours per week – flexible to include weekends and bank holidays

Purpose of the role

The Catering Services Manager is responsible for the catering service of Firstsite's two cafés, licenced bar in building and for events hosted at Firstsite and Holiday Fun catering during school holidays.

This is a varied role which offers the opportunity to work on both a commercial and community basis. Developing imaginative menus that are interesting and accessible, support our community and in turn increase footfall and income to Firstsite to support its charitable activities.

Responsible for leading a high performing Catering Team to deliver a high quality and environmentally sustainable food offering in a friendly and welcoming setting. The role will ensure an excellent catering experience for visitors to Firstsite, managing presentation standards, staff/visitor interaction and delivery of a high-quality service.

Responsible for leading and delivering the catering service for our community activity Holiday Fun. Holiday Fun provides families with free meals, with art and sport activities during school holidays. It operates at Firstsite 12 weeks per year during school holidays, leading & supporting our community cooks. Working with the Manager for Families & Young People who leads Holiday Fun to ensure the catering provision is efficiently delivered, with an inclusive and quality food offering, within budget.

Providing in-house catering & bar for hires, events and Christmas parties.

Responsible for leading and delivering the bar service at Firstsite within the building and working with the Operations & Events manager to provide a bar service for hires and events. Acts as licensee for Firstsite to ensure bar services operate in compliance with the alcohol license.

The Catering Services & Bar Manager will drive commercial activity to maximise financial contributions and work with a community focus with Holiday Fun and Firstsite's wider charitable activities. Ensuring high standards of service and presentation, food standards, hygiene and health and safety across both commercial and community activities.

The Catering Services & Bar Manager will have overall budget responsibility for the café and bar income targets and expenditure budgets to ensure the café and bar contribute financially to the overall charity activities. Work with other budget holders where catering services are provided for Holiday Fun and other Firstsite activities, such as hire events. Ensuring financial control to maximise financial contribution, value for money and minimising waste.

Responsible for ensuring the team meet financial targets and KPI's, effective pricing to maintain financial margins and manage costs.

Overall responsibility, via the Café Supervisors, to ensure rotas are fairly and efficiently organised.

Direct line management responsibility for Café Supervisors, Chefs, casual Bar Supervisors. Wider management responsibility for casual café and kitchen staff when providing Holiday Fun catering services and catering for other Firstsite events.

Our Culture

OUR VISION IS: 'MAKING ART MATTER'

Our mission is to ensure art and creativity are valued for their integral role in shaping a happy and healthy society for everyone. We do this by championing creativity as a catalyst for positive change in society, celebrating everyone's imaginations as places to shape a better future and demonstrating the impact of art and galleries at the centre of everyday life.

We collaborate with people where, together, we can have the most impact and we share the results of our work with diverse audiences to influence change. We do this in three places: in our award-winning gallery, reflecting our radical region and digitally with audiences around the world. In order to do this well we have four values that help us do what we do, to the best of our abilities:

Creative – we are an art gallery! Everything we do, we aim to do creatively and in ways that surprise and delight our audiences, communities and ourselves.

Inclusive – we continuously and actively seek to identify and remove barriers to everything we do and who we do it with to ensure it is available to those who we prioritise and who seek to share what we do.

Agile – we actively seek involvement, feedback and information from our audiences and communities – especially those we prioritise - to inform what we do, how we do it and how we can improve each time we do it.

Responsible – We need to lead by example and take responsibility for doing what we do with integrity, care and urgency. This includes taking responsibility for each other as a team, being responsible for our audiences and communities and taking responsibility for our local environment and the planet

Knowledge, experience and skills required

- Experienced in managing and developing catering outlets in a busy environment, preferably in a visitor attraction.
- Experience in catering for mid to large scale events.
- Ability to engage and lead a team of staff.
- A passion for creating high quality catering experiences using locally sourced ingredients.
- Great food knowledge with a creative approach to menu planning.
- Experience of being a licensee for serving alcohol and ensuring compliance with licensing laws.
- Proven budget responsibility, working and managing financial budgets and income targets.
- Good working knowledge of health and safety requirements within the catering environment.
- Ability to work effectively across a large and diverse team.
- Ability to use initiative and develop ideas through to operational delivery.
- Good administrative skills and attention to detail.
- Effective communication skills (written and oral).
- Effective project management, organisation and planning skills.
- Problem solving skills that display a positive, practical and flexible approach to the operational challenges
- Ability to lead on high standards of personal and general cleanliness and hygiene to comply with statutory regulations.
- Excellent IT skills including use of Microsoft Office, Excel, Word, Outlook etc.
- Enthusiasm for the working for a public Charity and supporting community projects.
- Ability to work under pressure and manage multiple priorities.
- A positive, outgoing, and friendly personality.

Qualifications

- Level 3 Food Hygiene Certificate (preferable)
- COSHH Certification (preferable)

Tasks and Outputs

- Develop the catering offer to include new menus with a focus on fresh, healthy, locally sourced, sustainably produced, responsibly packaged products, appropriate for the site and visitor profile.
- Ensure the day-to-day management of the team in the kitchen for the café, events and Holiday Fun provision operates efficiently.

- Ensuring excellent, efficient customer experience.
- Lead and motivate the team to continuously improve customer service & maximise income across the offer.
- Work with the Finance Director to achieve agreed financial targets, contributing effectively to the overall Charity income.
- Work with the Holiday Fun Manager to devise and deliver a menu for the Holiday Fun Programme.
- Work with the Operations & Events Manager to support catering requirements for events & Christmas parties.
- Work with the Operations & Events manager to provide bar services for hires and events that are appropriate to the event and cost effective.
- Organise staffing to provide an in-building bar service to a high standard of customer service.
- Manage alcohol stock, ordering and use to ensure a good offer for visitors within budget.
- Manage all catering related costs efficiently, continually seeking savings and value for money.
- With the Finance Director develop further opportunities to increase business through the catering & bar service including mobile catering/satellite outlets for events and hires.
- Manage the Catering Team effectively, ensuring staff remain motivated and work to the highest standards.
- With the Finance Director, manage recruitment, induction, and training of staff.
- Attend operations team meetings as required and communicate relevant information to the Catering Team.
- Responsible for Catering Team rotas, ensuring appropriate staffing levels for the fluctuating needs of the business. Approve monthly timesheets.
- Responsible for sourcing all catering stock and meeting with suppliers as appropriate, improving gross profitability through effective purchasing.
- Responsible for accurate stock records via EPOS till & stock system. Ensuring data for monitoring and reporting product sales and profitability is updated and accurate.
- Ensure efficient and accurate till procedures are followed by staff and discrepancies are investigated.
- Ensure the safety of staff and visitors by complying with all legal and organisational policies and procedures relating to hygiene, health and safety, fire, and security.
- Ensure all HACCP records are kept up to date, maintained in a well organised manner and available to view at short notice.
- Ensure all catering equipment is used as instructed, observing safe practice.
- Ensure all equipment is cleaned and maintained according to recommended guidelines, reporting any breakages or unsafe equipment to the Operations & Events Manager.
- Ensure high standards of health and safety operationally across the team and within the visitor areas.

In return for your hard work and dedication you'll enjoy a wide range of benefits including:

- 25 days annual leave plus bank holidays pro rata
- Contributory pension scheme (conditions apply)
- Tailored training and development opportunities
- Employee assistance confidential helpline
- Staff discount on some purchases from the onsite café, shop & cinema