

JOB DESCRIPTION

JOB TITLE:	Assistant Hospitality Manager	REFERENCE:	HM1023
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OVERALL PURPOSE OF THE ROLE:

To assist the Head of Hospitality in all aspects of running the catering and hospitality business at Brewery Arts. This is a key role to ensure the smooth running of our Restaurant & Bar, Foyer Bar and Cinema Kiosk, managing the staff team to provide exceptional customer service in a safe, friendly and professional environment.

MAIN TASKS

The role holder is required to:

1. Support the Head of Hospitality to lead the hospitality team in providing exceptional customer service in a safe, friendly and professional environment.
2. Working Front of House with Hospitality Supervisors and Hospitality Assistants, leading by example and overseeing the operations with a very hands-on attitude.
3. Recruiting, motivating, training and managing staff, making it an efficient, enjoyable and safe environment for staff to work in.
4. Deputising for the Head of Hospitality in their absence including, but not limited to: staff rotas, dealing with staff issues, attending company meetings and being 'on-call'.
5. Liaising with the Kitchen team to ensure smooth operations between Kitchen and Front of House departments.
6. Ensuring that catering requirements for events and meetings are arranged carried out and admin is completed.
7. Liaising with suppliers and assisting with stock management.
8. Completing admin duties, cashing up and banking.
9. Assisting the Head of Hospitality and Head Chef to generate new ideas to increase sales and profitability.
10. Liaising with the Marketing team to collaborate on ideas and updates relating to menus, social media and other marketing requirements.
11. Assisting the Head of Hospitality in managing budgets, increasing profits and managing cash flow.
12. Keeping up to date with licensing legislation and Environmental Health legislation and ensure best practice is followed.
13. Locking and opening up venue when assigned to do so.
14. Ensuring the safety and security of hospitality staff and customers when on shift, working closely with Venue & Events Managers/Supervisors, and external security staff.
15. Being main contact for some of the company's regular partners and clients, such as Kendal Bar Watch.

This list is not exhaustive. The organisation is evolving and your duties may be amended. There may also be occasions where you are required to undertake additional tasks as necessary to meet the needs of the business.

PERSON SPECIFICATION

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We welcome and encourage applications from anyone who can demonstrate how they meet the criteria for the role. We especially welcome and encourage applications from people with backgrounds currently underrepresented in our organisation, particularly those who are Black, Brown or minoritised, who are LGBTQ+, or who are disabled. If you would like the selection panel to know you are from a background currently underrepresented at Brewery Arts, please tell us in your Personal Statement in the Job Application Form.

QUALIFICATIONS & WORK EXPERIENCE	
• 2 years Front of House experience in a fast-paced catering or hospitality business	Essential
• Proven track record of delivering excellent standards of customer service	Essential
• Experience of supervising/managing and motivating staff.	Essential
• Working knowledge of health and safety, food hygiene and licensing laws	Essential
• Experience of office administration	Desirable
SKILLS	
• Excellent communication skills (verbal and written)	Essential
• Excellent telephone manner	Essential
• Excellent organisational skills	Essential
• Ability to train team members and lead by example	Essential
• Competent in the use of Microsoft Office Word, Excel and Outlook	Essential
• Strong numeracy skills and high levels of accuracy	Essential
PERSONAL QUALITIES	
• Friendly and approachable manner with a commitment to providing the highest standards of customer service, both internally and externally	Essential
• Commitment to personal and professional development with a willingness to learn new skills.	Essential
• Ability to work under pressure, multi-task, work to strict deadlines and complete tasks sometimes with conflicting demands	Essential
• Ability to work well on own initiative and co-operatively as part of a team	Essential
• Ability to be flexible and respond to changing situations	Essential
• Ability to maintain high levels of enthusiasm and reacting to fluctuations in demands by 'stepping up' when busy and being self-motivated during quieter times.	Essential
• Ability to negotiate and be assertive when necessary	Essential
• Excellent time keeping skills, conscientious and punctual	Essential

• A keen eye for detail	Essential
• Smart personal appearance	Essential
• An interest in the arts, live entertainment and/or film.	Desirable
OTHER REQUIREMENTS	
• First aid certificate or willingness to obtain one.	Desirable
• Hold a Personal Licence (or willing to gain one within three months of starting post)	Essential
• A Disclosure & Barring Service (DBS) check (formerly CRB Disclosure) is required for this position.	Essential
• The role is physically demanding with a need to be able to move around the catering areas, carry trays, fill dishwashers, change barrels etc.	Essential
• Flexibility and availability to work varied shifts including evenings, weekends, bank holidays and festival weekends.	Essential

TERMS & CONDITIONS

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Contract:	Permanent
Pay:	£12.08 per hour/ £25,126.40 per annum
Hours:	40 hours per week Evenings and weekends essential
Reports to:	Head of Hospitality
Responsible for:	Hospitality Duty Managers and Hospitality Assistances in the absence of the Head of Hospitality
Age Limitation:	Role holder must be 18 due to selling of alcohol
Notice Period:	8 weeks
Holiday Entitlement:	Permanent - 6 weeks' holiday per annum Entitlement is inclusive of compulsory closure days announced each year. Other bank holidays are considered normal working days; therefore, they are not in addition to annual leave entitlement.
Pension:	The Company operates a pension plan in compliance with the employer pension duties under the Pensions Act 2008. Depending on your age and earnings, you may automatically be entered into the Group Personal Pension Plan and contributions are matched by the company in line with the regulations.
Discretionary Benefits:	<ul style="list-style-type: none"> • Complimentary tickets for events and cinema for staff + one can be requested (conditions apply and if the event sells out complimentary tickets are not available). • Discount on food in our catering outlets for staff + one. • A parking permit is given to staff to be used while at work.
Union:	An agreement governing pay and terms and conditions of employment exists between the Kendal Brewery Arts Centre Trust Ltd and the Broadcasting, Entertainment, Communications and Theatre Union, and provides for the settlement of disputes between workers and management. One of its provisions is the agreement by management to recommend non-union members to join.