

JOB DESCRIPTION

JOB TITLE:	Hospitality Duty Manager	REFERENCE:	
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OVERALL PURPOSE OF THE ROLE:

To assist the Head of Hospitality and Deputy Head of Hospitality in all aspects of running the catering and hospitality business at Brewery Arts and to provide our customers with exceptional, safe, friendly customer service throughout the centre.

MAIN TASKS

The role holder is required to:

1. Provide exceptional customer service exceeding our customers' expectations at all times.
2. Meet and greet all customers to Brewery Arts and help with enquiries.
3. Be aware of the products and services provided by Brewery Arts as a whole to promote all areas to our customers and maximise sales opportunities.
4. Ensure that all areas are clean and welcoming environments, dealing with or reporting any issues.
5. Take action to deal with customer complaints or compliments and seek support if necessary.
6. Deal with or report to a more senior team member any concerns about customer behaviour and security.
7. Work Front of House with the Hospitality team, leading by example and overseeing the operations
8. Be very hands-on taking orders, providing table service, recording sales, taking payments etc.
9. Liaise with the Kitchen team to ensure smooth operations between Kitchen and Front of House departments.
10. Ensure that catering requirements for events and meetings are arranged carried out and admin is completed.
11. Adhere to the opening up/closing down and mid shift procedures and report any problems to a senior member of the team.
12. Ensure that all catering equipment is maintained in a clean and operational condition and that it is secure, reporting any defects, malfunctions, breakages or concerns as soon as possible.
13. Assist with stock rotation and management in all areas and ensure low wastage and that all stock movements and wastage are recorded throughout the duration of your shift.
14. Liaise with suppliers when required.
15. Complete admin duties and cashing up

16. Lock and open up venue when assigned to do so.
17. Motivate, train and manage staff, making it an efficient, enjoyable and safe environment for staff to work in.
18. Deputise for the Head of Hospitality in their absence including, but not limited to staff rotas, dealing with staff issues, attending meetings.
19. Ensure the safety and security of hospitality staff and customers when on shift, working closely with Venue & Events team, and external security staff.
20. Assist the Head of Hospitality and Lead Chef to generate new ideas to increase sales and profitability.
21. Work flexibly which includes working varied day, evening and weekend shifts week to week as and when required.
22. Work mandatory shifts over busy events or festivals as and when required to do so by the Head of Hospitality and/or the Operations Director.
23. Keep up to date with licensing legislation and Environmental Health legislation and Health & Safety and ensure best practice is followed.
24. Attend some meetings with the company's 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
• Experience of working in a bar	• Essential
• Proven track record of delivering excellent standards of customer service	• Essential
• Experience of supervising and motivating staff.	• Essential
• Working knowledge of Health and Safety, food hygiene and licensing laws	• Desirable
SKILLS	
• Excellent communication 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
• Excellent organisational skills	• Essential
• Strong problem-solving skills	• 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 well on own initiative and co-operatively as part of a team	• Essential
• Ability to be flexible and respond to changing situations and demands	• Essential
• Excellent time keeping skills, conscientious and punctual	• Essential
• A keen eye for detail	• Essential
• Smart personal appearance	• Essential
• Ability to negotiate and be assertive when necessary	• Essential
OTHER REQUIREMENTS	
• 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, weekend and festivals	• Essential
• First aid certificate or willingness to obtain one.	• Desirable
• Hold a Personal Licence (or gain one within three months of starting post)	• Essential

TERMS & CONDITIONS

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Contract:	Permanent
Pay:	£13 per hour
Hours:	24 hours per week (excluding breaks) Evenings and weekends essential
Reports to:	Head of Hospitality & Deputy Head of Hospitality
Responsible for:	Hospitality Assistants on shift
Age Limitation:	Role holder must be 18 or above due licensing laws
Notice Period:	4 weeks
Holiday Entitlement:	Permanent - 6 weeks' holiday per annum, rising to 7 weeks after 3 years' continuous service 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:	• 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. • Free Employee Assistance Programme.
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.