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**Senior Food and Beverage Manager**

**Responsible to:** Chief Executive Officer

**Salary:** £22,049.68 (grade scale 4)

**Contract type:** Full Time, Permanent (subject to probationary period).

**Responsible for:** Bar Managers

Catering Manager

**Hours:** 1820 annualised hours per year, flexibility will be a necessity to meet the requirements of the position, which may include evening and weekend work. The Union has busy and quiet times of the year, and your working hours will need to be reflective of this.

**Weeks of Work:** 52 weeks per year

**Holidays:** 210 hours per year, to rise in accordance with length of service, plus 119 designated hours shutdown (inc. Bank Holidays).

**Pension Scheme:** Eligible to join NUSPS pension scheme, at a current contribution rate of 6%

**Car Parking:** Car parking is available at an annual cost.

**Purpose of Role:**

To lead a designated Food & Beverages team at the University of South Wales Students Union. Supervise and oversee all activities, staffing, planning, purchasing and maintaining budgets of the food and beverage department and its team. Monitor compliance with food hygiene standards and procedures. Forecast, plan and manage orders, team and finance via maximising sales and revenue through customer satisfaction and employee engagement.

**Key Responsibilities**

1. **Licensee**

* To be a personal license holder and act as duty licensee on a rota basis.

1. **Retail of Food and Beverages**

* To develop and implement strategies to increase sales and improve customer satisfaction.
* To ensure that all food and beverages are prepared and served in accordance with company standards.
* To develop a comprehensive knowledge of all products sold at the outlet.
* To attend meetings relating to outlet.

3. **Stock Maintenance**

* To be responsible for the day-to-day ordering of stock.
* To ensure a stock rotation system along with a high standard of merchandising is maintained.

4. **Management**

* To be responsible for the supervision and delegation of all necessary duties to staff involved in the retails of food and beverages.
* Manage staff on boarding, performance and development.
* To be responsible for compilation and issue of staff rotas within the department.
* To ensure that staff within the department are kept informed of matters pertinent to their roles.
* To maintain time sheets as required and ensure that they are passed to the HR & Payroll department to meet payroll deadlines.
* To ensure that training of staff within the department is up-to-date and recorded (food safety procedures and customer service protocols).
* Handling customer complaints and resolving any issues that may arise.

5. **Administration & Finance Procedures**

* To be responsible for cashing up of EPOS at the end of each day, investigate and report discrepancies.
* To ensure that agreed finance procedures are maintained.
* To ensure that the approved administration policy and procedures are adhered to.

6. **Security**

* To be responsible for the overall security of the department and its security systems.

7. **Customer Care**

* To ensure that a high level of customer care is maintained at all times.

8. **Environment**

* To assist in ensuring that agreed environmental standards are maintained within the Union.

9. **Fairtrade**

* To assist in the promotion of Fairtrade within the Union and University.

10. **Continuous Professional Development (CPD)**

* To participate in any CPD deemed necessary to support and develop the Union’s commercial services
* To participate in any training deemed necessary by the Union.

11. **Health and Safety**

* To ensure that Health and Safety standards are maintained at all times.
* To be aware of your own responsibility towards creating a safe working environment.
* To be aware of and abide by agreed fire regulations within the Union.
* To monitor and review staff performance with regards H & S.
* To identify and report maintenance issues that may have an impact on H & S procedures and regulations.
* To carryout training of employees to ensure compliance with H & S Policies and Procedures.

12. **Food Safety**

* To ensure that food safety regulations are adhered to and that cleanliness levels throughout the department are maintained.
* To ensure that stipulated food safety records are maintained and kept.

13. **General**

* To assist with any other activities where required.
* To attend meetings on behalf of the Union and the Commercial Services Manager if required.
* Any other duties, which from time to time may occur.

**Person Specification.**

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| **Qualifications, Training and Experience.** | **Essential** | **Desirable** |
| Previous experience in team management, preferably in a food and beverage setting. | X |  |
| Good financial awareness, demonstrable understanding, and competency in budgeting. | X |  |
| Familiarity with food safety regulations and procedures. Food safety certification and/or HACCP certified. | X |  |
| Experience of working under pressure and to tight deadlines. | X |  |
| Experience of supervising/managing workload of others. | X |  |
| **Skills, Knowledge and Ability.** |  |  |
| Strong problem-solving capabilities with the ability to adapt to changing environments. | X |  |
| Excellent leadership skills with a hands-on approach and lead-by-example work style. | X |  |
| Ability to find creative solutions, offering advice and recommendations. | X |  |
| Able to work within a team and deliver results. | X |  |
| Willingness to develop, grow and keep up with the demands of our developing business. | X |  |
| Fluent in the medium of Welsh |  | X |
| **Personal attributes and attitudes.** |  |  |
| Positive about working in a member-led organisation. | X |  |
| An attention to detail and a commitment to quality | X |  |
| A commitment to the principles and practices of equality and diversity. | X |  |
| A positive attitude and flexible approach to project management. | X |  |
| Eligible to work in the UK. | X |  |