|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Role Profile  Food & Beverage Bars Supervisor | | |  | | |
| Role Title : |  | Food & Beverage Bars Supervisor | | |
|  |  |  | | |
| Post Number : |  | **2-year Fixed Term Contract** | | |
|  |  |  | | |
| Role Family : |  |  | | |
|  | | | |
| Hours of Work: |  | 20 Hour Contract | | |
|  |  |  | | |
| Salary: |  | £11.00 per hour | | |
|  |  |  | | |
| WMC is a home for the arts in Wales, and a cauldron of creativity for the nation. We fire imaginations by curating world-class, critically-acclaimed touring productions, from musical theatre and comedy to dance, cabaret and an international festival. We kindle emerging talents with fresh, provocative and popular pieces of our own, rooted in Welsh culture. And we ignite a passion for the arts in young people with life-changing learning experiences and chances to shine in the spotlight.  **We are Wales Millennium Centre. Fire for the imagination** | | | | |
|  |  |  | | |
| Primary Purpose **:** |  | To duty-manage the bars within the food & beverage department. Ensuring that profitability and quality guest excellence are a priority. | | |
|  |  |  | | |
| Generic  Accountabilities :  *(broad parameters / stretch of role and not an exhaustive list of duties / responsibilities)* |  | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | 1. | |  | **Communication**   * Regularly converse with the Food & Beverage Bars manager * Ensure results are shared, explained and recognition is provided * Competent to run staff pre-shift briefings | | | |  | |  |  | | | | 2. | |  | **People management**   * Lead and inspire the team with a winning mentality to deliver guest excellence * A professional appearance, persona and ability to manage this standard with the team leading by example and reporting instances of unprofessionalism * Competent to report on all HR matters, in accordance with Centre policy and relevant employment law | | | |  | | | | |  |  | | | | | | |
|  |  |  | | |
| Specialist Accountabilities**:**  *(broad parameters / stretch of role and not an exhaustive list of duties / responsibilities)* |  | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | 1. | |  | **Guest excellence management**   * Conduct yourself as the perfect host, ensuring guests receive the highest standard of product, presentation and hospitality from yourself and the team * Actively promote all guest excellence policies and support the team to achieve guest excellence recognition and incentive goals | | | |  | |  |  | | | | 2. | |  | **Operational management**   * Ensure the Food & Beverage department complies with all legislation regarding Hygiene, Health & Safety, Licensing laws, as well as the Centre’s and departments business control requirements * Accountable for the management of cash, stock, security and wastage, * Insist on adherence to product specification * Complete all appropriate checklists and due diligence mechanisms | | | |  | |  |  | | | | 3. | |  | **Financial and business management**   * Help to drive sales across the department * Assist to deliver cost controls * Manage all Centre and department paperwork to a high standard * Complete all financial reporting documentation per Centre and department policy | | | |  | |  |  |  | | --- | --- | --- | | 4. |  | **Undertake any other duties as required** | | | | | |  | | | | | | |
|  |  |  | | |
| Areas of Responsibility: |  | * This role is responsible for all the bars within the Food & Beverage department. This includes, but is not limited to the Theatre bars, Ffresh bars and outdoor bars*.* | | |
|  |  |  | | |
| Success Measures/KPI : |  | * **Personal Targets & Development** * *PDR objectives* * **Financial**   + *Contribution to sales against target*   + *Contribution to labour control target*   + *Contribution to stock gross profit target* * **Guest Excellence**    + *Mystery Guest Score*   + *Trip Advisor*   + *Internal feedback scores* * **Line Management** * Hospitality Assistants (or equivalent roles) | | |
|  |  | **This role profile sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.** | | |

|  |  |
| --- | --- |
| What We Are Looking For…  Food & Beverage Bars Supervisor |  |
|  |  |

When preparing your written application you will need to provide evidence for the following essential and desirable competencies. In considering each, please use an example of where you have done this previously, either in a work or other situation.

A. Responsibility & Skill

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Experienced shift management | x |  |
| 2. | Can manage own and others performance to a high standard | x |  |
| 3. | Constantly improves methods to deliver better results for self and others | x |  |
| 4. | Basic IT skills | x |  |

B. Knowledge

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Proven food and beverage industry experience | x |  |
| 2. | Level 2 Food Hygiene Certified |  | x |
| 3. | Ability to conduct basic data entry tasks | x |  |
| 4. | Basic level of finance understanding | x |  |

C. Other

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Commitment and passion to working in the arts |  | x |
| 2. | Ability to deliver effective communication to all staff and customers | x |  |
| 3. | Ability to comply with the Centre Values | x |  |

D. Welsh Language

Below outlines the Welsh Language skills required for this role, please refer to how you meet these *essential* requirements in your application (if applicable).

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | The ability to speak Welsh |  | X |
| 2. | The ability to listen and understand conversations in Welsh |  | X |
| 3. | The ability to write in Welsh |  | X |
| 4. | The ability to read Welsh language material |  | x |

**Welsh Language Applications**

We welcome application forms in Welsh.  If you apply for a job at the Centre in Welsh, your application will not be treated less favorably than an application submitted in English.