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| Role Profile  Food & Beverage Supervisor | | | |  | |
| Role Title: |  | Food & Beverage Supervisor | | |
|  |  |  | | |
| Hours of Work: |  | 1820 annualised hours | | |
|  |  |  | | |
| Salary: |  | £22,000 per annum | | |
|  |  |  | | |
| 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.  At long last, we are gearing up to gradually reopen Wales Millennium Centre, so that we can get back to doing what we do best - showcasing world leading performances and providing life enhancing experiences.  In the meantime, a great deal of work is going on behind the scenes to ensure that we are fully prepared for our reopening, based on advice from our colleagues in Welsh Government.  This is to ensure that we reopen safely, with visitors, staff and artists feeling completely confident that our building is COVID-safe. We are, therefore, planning a phased reopening over the coming months.  **We are Wales Millennium Centre. Fire for the imagination** | | | | |
|  |  |  | | |
| Primary Purpose: |  | To manage and lead the Front of House team in any of the Centre’s commercial outlets. Work with the Head of F&B to create successful and profitable commercial activities that deliver the best customer service. | | |
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| Specialist  Accountabilities: |  | To ensure smooth running of the bars and food areas ensuring high guest satisfaction  To develop the Centres reputation for using Welsh produce  Have a good understanding of the operational roles and functions within all areas of the food and beverage department  Lead your allocated team members by communicating and directing them to complete the allocated tasks in line with the Standard Operating Procedures and Event Orders  To be responsible for the on-the-job training and assisting in departmental induction and team development as outlined by the Catering Managers aligned to the Standard Operating Procedures  To communicate effectively with management and team to ensure effective teamwork is maintained  Acknowledge and act upon individual guest needs whilst observing standards aligned to the Standard Operating Procedures, taking full ownership of the events and shifts allocated  To be responsible for the departmental keys and cash control within your areas ensuring that cash handling complies with the Centre’s cash handling procedures  To ensure all Food Safety and Health & Safety standard operating procedures are met  To embed in the food and beverage team and to personally display the Centre’s values at all times. | | |
|  |  |  | | |
| Generic  Accountabilities: |  | Provide information and answer questions on team matters and to ensure that confidentiality is maintained at all times  In liaison with the People and Organisational Development team comply with all legal requirements regarding staff welfare i.e. working time directive; and to operate the Centre’s employment procedures fully as per the staff handbook  Have the ability to train and inspire through attending and actively contributing to all appraisals and review meetings for you and your team  To embed the Centre's values and vision in all areas of responsibility through team meetings, appraisals, training evaluation, etc.  To monitor data inputted into databases / spreadsheets (i.e. Excel, Access, Tessitura, Artifax, Snowdrop), ensuring that information is accurate and is completed in a timely manner by direct reports  To have personal accountability for undertaking Appraisals, recruitment and for identifying and meeting training needs for yourself and others  Acknowledge and act upon individual guest/client needs whilst observing standards outlined on the Event Orders aligned to the Standard Operating Procedures, taking full ownership of the events and shifts allocated  To have responsibility for Health and Safety of self, and others  Undertake any other duties as required | | |
|  |  |  | | |
| Success Measures: |  | * *Success against PDR and annual objectives* * *Staff / Customer Satisfaction and Feedback* * *Internal Feedback Mechanisms* | | |
|  | **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.** |  | | |

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

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

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| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Understands excellent and effective performance | X |  |
| 2. | Can manage own and others performance | X |  |
| 3. | Constantly improves methods to deliver better results for self and others | X |  |

B. Knowledge

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

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Refers to exemplar accredited standards to improve standards | X |  |
| 2. | Use formal and informal sources of influence to build relationships | X |  |
| 3. | Supports others to progress and add value overall | X |  |

C. Values

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

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Ambition= For you and for the role needs to be high | X |  |
| 2. | Reflection- establishes ways to benchmark own and others performance | X |  |
| 3. | Encourages others to be fair open and honest | X |  |

D. Communication

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

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Consult with others to minimise conflict | X |  |
| 2. | Positively challenges bad practice | X |  |
| 3. | Communicates with customers to check best level of service | X |  |

E. Environment

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

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Shapes environment to minimise conflict | X |  |
| 2. | Ability to make others feel valued and supported in their workplace | X |  |
| 3. | Encourages suggestions from others to improve working practices | X |  |

F. Welsh Language

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

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |