



Job Title: Assistant Food & Beverage Manager

Job Level: Junior Manager

Responsible To: Food & Beverage Cluster Manager

Direct Reports: Food & Beverage Assistants, Food & Beverage Supervisors

Place of Work: Based at Ponds Forge International Sports Centre but expected to travel to other venues as a when required

Purpose of the Job

To assist the Food & Beverage Cluster Manager and Venue Management in the delivery of all catering services

Job Summary:

- Ensure the high standards required by health, safety and hygiene regulations are achieved, whilst continually developing the venues standards to exceed expectations
 - Assist the Food & Beverage Department by maintaining accuracy of MRM, ESP point of sales & Proactis, invoicing and purchasing systems.
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Key Responsibilities:

- Promote the Company's Core Values through personal behaviour and by challenging inappropriate behaviours in others.
 - Ensure that service standards are utilised and that every member of the team is focused on providing customers with a positive experience, ensuring that all customer expectations are exceeded.
 - Actively record and feed back suggestions and comments to encourage a continual improvement culture.
 - Utilise the venues event management system (Artifax Event) to record all event requirement details and ensure all expectations are delivered.
 - Recruit, manage, and continually develop the Food & Beverage Team
 - Proactively review the need to use external labour and continually develop internal resources to maximise the team's ability, whilst also minimising costs.
 - Coach and mentor individuals to ensure that they meet their full potential.
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- Follow and adhere to the SCT corporate cash handling policy.
- Ensure all employees are complying with the SCT corporate cash handling policy.
- Undertake investigation in accordance with company policies and procedures.
- Utilise the company's purchase ordering system, ensuring accurate records are maintained and are available for audit and that all orders are processed in accordance with company procedures.
- Proactively use initiatives to reduce energy consumption and reduce production of waste materials within all areas.
- Operate and maintain the company's electronic point of sale system (EPOS)
- Assist the Food & Beverage Cluster Managers in reviewing and setting the departmental budget and preparing the forecasts.
- Complete event profit and loss statements.
- Prepare stock valuations ready for audits.
- Process, in the absence of the Food & Beverage Manager, the income and expenditure information and submit to the accounts team.
- Supervise the delivery and constantly improve upon quality of standards and service.
- Consult with the Food & Beverage Cluster Manager to develop standards.
- Day to day running of the department.
- Take responsibility and continually develop standards in event delivery, specifically in the areas of conferencing and banqueting.
- To plan, develop and review events including, but not restricted to, menu development, post event analysis, information communication i.e. riders, and client liaison.
- Undertake internal departmental audits, challenging performance standards to continually raise standards.
- To assist and undertake Performance review of team members, as required.
- Taking in and the securing of stock.
- Undertake regular stock audits and reconcile against stock records.
- To work closely with the venue management to ensure efficient running of the department
- Support & maintain MRM, ESP point of sales and Proactis, invoicing & ordering system to ensure accuracy across the Food & Beverage Department.
- Uniform, as supplied by the venue, is to be worn at all times whilst on duty.
- Report on and adhere to all performance indicators set and to support the Food & Beverage Cluster Manager in achieving all departmental objectives.
- Adhere to the Company's Health and safety policy and procedures at all times.
- Report any signs of pest infestation.
- Report all maintenance concerns

Expected Behaviours

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.

Ethical, with integrity – Operates with sound moral principles, through a broad knowledge of the wider environment. Displays strong integrity, honesty and builds trust easily

Inspiring – Approaches everything with energy, passion, empathy, and connection.

Driven – Extremely hard working, is compelled to accomplish goals individually and drives teams to do the same.

Excellent Communicator – Articulates clearly and concisely, listens to others, and ensures that relevant information is shared across the organisation.

Motivated Is genuinely invested in the success of their team and organisation.

Self-aware understands that their behaviour and mood has an effect on others.

Compassionate Has a good understanding of their team and is compassionate and empathetic to those around them.