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JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

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| **Role Title** | Food & Beverage Manager – Bradford Live |
| **Reports to** | Operations Manager |
| **Responsible for** | Deputy Food & Beverage Manager |
| **Hours** | 40 |
| **Contract** | Permanent |
| **Annual Leave** | 33 days per annum, inclusive of public bank holidays |
| **Salary** | £45,000 |
| **Location** | Bradford |

ABOUT TRAFALGAR ENTERTAINMENT (TE)

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium international live entertainment business focussed on new productions, venue ownership, Performing Arts education, theatre ticketing, the distribution of live-streaming innovative content and the provision of great theatres where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres, The Chiswick Cinema, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Drama Kids/Helen O’Grady Drama Academy, ticketing company London Theatre Direct, Stagedoor, Jonathan Church Theatre Productions, and Imagine Theatre.

ABOUT TRAFALGAR THEATRES

Trafalgar Theatres is the venue-operating division of TE.  We currently operate **21** venues; including 14 in the UK regions; the Trafalgar Theatre in London’s West End and the Theatre Royal in Sydney. We’re growing fast, we’re confident in what we do, and we’re ambitious about the future.  There’s never been a better time to get onboard.

We are passionate about entertainment, audiences, and the live experience and we value **Creativity, Collaboration, Excellence** and **Respect.**

ABOUT BRADFORD LIVE

Be part of a unique venue in this reimagined live entertainment and events space at the heart of Bradford’s City Centre. Originally opened in 1930 the building has now been fully renovated to bring it back to its former glory as a cultural hub for the city, wider West Yorkshire area and beyond.

Our auditorium can accommodate over 3,500 fans for larger concerts and house more than 3,000 guests in our fully seated configuration. We also have the beautifully restored Ballroom and other ancillary spaces to host events all year round.

ABOUT YOU

A professional with experience in a live entertainment or events space, you’ll be a self-motivated, engaging and dynamic leader.

Commercially savvy, enthusiastic, and capable of influencing others (including senior members of the TE team and third-party producer clients), you’ll be energetic, proactive, results-focused, and creative in your approach.

You’ll be resilient, able to communicate clearly and excellent at forming working relationships with others.

* Experience in successful staff management, including recruitment, appraisals, training & development and work performance.
* Proven experience as a successful supervisor, leader and motivator of a busy hospitality and kitchen team.
* Hands-on bar and waiting experience within a busy hospitality service environment.
* Proven experience of successfully delivering a high standard of customer service within a quality hospitality operation.
* A working knowledge and understanding of current Food Hygiene and Health and Safety legislation, rules and regulations.

JOB ROLE

KEY RESPONSIBILITIES 

* In collaboration with the venue’s senior management team, uphold the conditions of the venue’s licenses.
* Play a key role in ensuring that Bradford Live is a welcoming venue offering outstanding service to all customers, visitors and staff across all events and spaces.
* Sustain positive cross-departmental working relationships, ensuring effective communication and support.
* Support and motivate casual staff to ensure they deliver consistently excellent customer service.
* Actively lead food and beverage service, ensuring a positive guest experience. Maintain a constant management presence throughout key service times and proactively drive sales through excellent leadership.
* Act as the building's duty manager on a rota basis, working evenings, weekends, and bank holidays.
* Assist with the management of the Hospitality operations, bars and premium offers, to ensure they are delivered to the highest standards of presentation and quality by adopting a hands-on approach to all aspects of operational responsibility, undertaking floor duties as a matter of routine.
* Maximise income-generating opportunities through various methods, including, but not limited to, effective merchandising, impulse buy opportunities, and products relevant to the audience and customer type.
* Assist with Stock Takes and monitor all margins across Food/Liquor/Kiosk lines. Ensure adequate stock controls are in place and that stock results and supporting data are reported as required.
* Assist the Head of Operations in ensuring staffing levels are always appropriate to meet business and service requirements.
* Effectively undertake all supervisory responsibilities including inductions and rostering.
* Assist the Head of Operations as required in managing the permanent and casual teams’ performance, attendance, training and development.
* To understand and have an excellent knowledge of managing all current Health & Safety legislation, licensing regulations and Food Hygiene legislation.
* With the Head of Operations, ensure all areas and their décor are maintained to a high, appealing standard and that all equipment is kept in good order.
* As part of the Duty Management team, you will be a nominated First Aider and be required to deal with any accidents or incidents that occur, ensuring that they are accurately recorded and followed up if required. You will also be comfortable with evacuation procedures and making safety critical decisions in areas of responsibilities.
* In collaboration with the Head of Operation and Venue Administrator, assist with casual events team recruitment and onboarding, to always attract and engage the best available talent.
* Assist the Head of Operations with effectively planning and coordinating the training, development and learning requirements of the team, with an emphasis on customer service, sales through service and health and safety.
* Undertake any relevant training and development that may be required and keep abreast of relevant industry developments.
* Point of contact for licencing inspections during events, ensuring all licensing objectives are met and ensuring compliance to all relevant legislation in areas of responsibility.

This Job Description is not an exhaustive description of your duties.  You will be required to adopt a flexible approach to your role and responsibilities.

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We welcome applications from people in groups where we are under-represented, for example people with disabilities, from minority ethnic groups, older returners and people who are neurodivergent.

We are curious, courageous and ambitious, empowering people to challenge and innovate in pursuit of excellence.