

JOB DESCRIPTION & PERSON SPECIFICATION

KEY INFORMATION

Role Title	Food & Beverage Team Leader
Reports to	Jordan Richards, F&B Manager
Hours	0
Contract	Zero Hour
Annual Leave	n/a
Salary	£12.98 per hour
Location	Bradford Live

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 venues' team 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 THIS ROLE

This role will support the Food & Beverage management with the delivery of an efficient, high-quality Food & Beverage service during events held at Bradford Live maximising profitability, achieving financial targets, and ensuring business objectives are met. To ensure that the highest standards of customer service are delivered, facilitating smooth service and consistency between departments.

KEY RESPONSIBILITIES

- To assist Food & Beverage (F&B) management in the supervision of casual staff and provide a first point of contact for all casual staff, offering advice, guidance and assistance.
- To assist F&B management in ensuring the public receive the high quality customer care.
- To assist F&B management in preparation of stock.
- To assist F&B management by authorising and refunding any voids ensuring that all receipts are appropriately signed.
- To assist F&B management in the on-shift training of casual staff.
- To assist F&B management in the compliance with the licensing requirements and record those incidents when proof of age has been requested or when the serving of alcohol has been refused.
- To assist in cellar duties as necessary.
- To assist in maintaining a high standard of presentation of F&B areas including sales and bar facilities.
- To participate actively in supporting the principles and practice of equality as laid down in the organisation's Equal Opportunities Policy.
- To take reasonable care for the health & safety of yourself and other persons who may be affected by your acts or omissions, and to comply with all health and safety legislation as appropriate.

ABOUT YOU

We are looking for individuals that can work as part of a team and individually to achieve and deliver our values: creativity collaboration, excellence, and respect.

Your Experience

- Delivering excellent customer service in a multi-tasking environment.
- Hands-on bar and waiting experience in a busy hospitality environment.
- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- Previous experience of managing and training staff in a team leader or supervisor capacity.
- A pro-active and positive approach to solving problems in a prompt and independent manner.
- Evidence of good organisational and planning skills.

Key Attributes

- Passion for theatre / live performance.
- Excellent interpersonal and communication skills.
- Ability to work calmly and effectively in a fast-paced hospitality environment.
- Excellent organisation and ability to prioritise time critical tasks
- Knowledge of problem solving with a positive and pro-active approach to solving problems in a prompt and independent manner.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional, and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends, and Bank Holidays.
- An ability to be flexible to business needs and work calmly and effectively under pressure.
- Highly presentable.
- Ambition and drive with the ability to learn quickly.

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. From time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience, and capabilities.

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.

This role may be subject to a Disclosure and Barring Service (DBS) check or other security screening, depending on the specific requirements of the position.
We are curious, courageous and ambitious, empowering people to challenge and innovate in pursuit of excellence.