



## Overall Purpose of the Job

- Lead, develop and motivate the F&B team to ensure optimal people performance and staff attitude making visitors a priority every day for you and your team
- Ensure that the F&B offer at the Cathedral is appropriate, while maximising income opportunities
- Driving improvement in the visitor experience for all visitors including congregation, tourism, event, and experience visitors
- Ensure that the Cathedral F&B Operation is safe and compliant with all relevant legislation/guidance

## Key things you will be responsible for

- Line management of the FOH and Back of House F&B team
- Ensuring that all visitors are welcomed, by yourself and your team
- Ensuring that the F&B offer is appropriate and implemented to a consistently high standard to maximise revenue
- Ensure that visitor experience standards and services offered to visitors are operating to a consistently high standard
- Supporting the delivery of events within the Cathedral
- Achieving and monitoring P&L to meet or exceed agreed departmental budget KPIs. To include operating surplus, revenue, spend per head, GP and key cost lines including labour, and general expenditure
- Implement policies, develop standard operating procedures and safe working practices to ensure the department operates safely, securely and within current legislation and that the team follow best practice. This includes compliance with all food safety and licencing legislatio
- Overseeing the correct use of FOH and BOH systems by both yourself and your team and ensure that any MI they produce is used to react quickly to trading performance, informs decision making and informs the team to aid future planning
- To build your network both internally and externally to maintain a good understanding of current trends, monitor market changes, competitor activity, and anticipate future trends to ensure you can generate viable and successful new ideas and ensure the Cathedral are leaders within the sector

## You will

- Work in pursuit of the Cathedral's Vision, Mission, and objectives; to work within its diversity and other policies and procedures and to support and promote its values
- Be a member of the management team, attending strategic planning meetings if required
- In partnership with the Sales Manager & Events Manager ensure that event delivery is of a high standard
- Maintain relationships with new and existing F&B partners (who support event delivery) and suppliers
- Have experience of managing an inhouse F&B operation, ideally to include setting menus, procurement, and management of a team of F&B Assistants and Chefs
- Work as part of the Duty Management Team as required
- Perform any other reasonable duties that may be required

## Health & safety / Compliance

- Be confident with current health and safety policy and procedures. Ideally holding an IOSH Managing Safely qualification
- Ensure that areas of responsibility are kept in safe, clean order and condition
- Have experience implementing Food Safety Management Systems. Ideally holding Food Hygiene and Safety level 3

- Have experience of licencing and hold a valid personal licence
- Be aware of current safeguarding and GDPR policies and procedures and be vigilant to their application
- This role may be subject to DBS clearance – while it is not necessary for the role as it is described in this document, there may be circumstances when this will be required in the future

### Training & development

- The individual will be expected to attend training courses and meetings as required and to keep alert to legislation and other changes and opportunities for personal development
- All Cathedral employees and volunteers are required to complete a basic awareness course in safeguarding

This job description does not form part of your contract of employment.

### Working Pattern:

This role is full time including evening and regular weekend work.

### Remuneration:

Salary: £18,750 - £20,000 pa  
 Hours: 37.5 hours per week  
 Holidays: 28 days, including bank holidays  
 Pension: 5% matched contribution plus additional 5% non-contributory

Evening and weekend working will be required.

### Person Specification

	Essential	Desirable
Excellent verbal and written communication skills	✓	
Successful track record of managing a busy in-house F&B operation	✓	
Experience of menu design and implementation		✓
Experience of sustainability within F&B.		✓
Experience of procurement and supplier management		✓
Good attention to detail and well organised	✓	
Experience of managing successful large events	✓	
Experience of working to tight schedules and deadlines	✓	
Experience implementing and managing Food Safety and all legal/compliance focus areas.	✓	
A strategic thinker		✓
Computer literate	✓	
Experience of managing and achieving KPIs and implementing effective performance monitoring systems.	✓	
Work well under pressure	✓	
Friendly and outgoing personality, a tolerant, flexible disposition, with a good sense of humour	✓	

A team player who operates collaboratively	✓	
Sympathetic towards and supports the mission and values of the Cathedral	✓	
Flexible	✓	
Experience of managing conferencing space		✓
Experience of working at a busy heritage site or tourist attraction		✓
Creative and innovative approach		✓
Line management experience	✓	
Project management experience		✓
Experience of managing F&B systems, including stock and EPOS.	✓	
Food Safety Level 3		✓
IOSH Managing Safely		✓
Personal Licence	✓	

### Applications

Please apply with your completed application form and covering letter to:

Jon Turley, 9 Abbey Square, Chester, CH1 2HU or [recruitment@chestercathedral.com](mailto:recruitment@chestercathedral.com)

By Sunday 1<sup>st</sup> August 2021

To enable the selection panel to fully assess an applicant's skills and previous experience it is essential that the application or the accompanying letter address the specific categories above.