



**JOB DESCRIPTION**  
**Food & Beverage Manager**

<b>Job Description</b>	
<b>Job Title</b>	<b>Food &amp; Beverage Manager</b>
<b>Hours of Work</b>	Standard working week will be a minimum of 40 hours excluding lunch breaks of half an hour daily. In addition, you will also be required to work outside normal office hours in the evening and weekends for match days and other business events as and when required to meet the demands and nature of the business.
<b>Location</b>	The Pirelli Stadium, Princess Way, Burton on Trent, Staffs DE13 0AR
<b>Responsible and reporting to</b>	Commercial Director
<b>Contractual Status</b>	Full time permanent
<b>Overall purpose of the job</b>	<p>Manage all aspects of food &amp; beverage, both in the operational and sales function including bars, ground catering and proactively maximising the profitability of Burton Albion FC operations through the implementation of effective cost controls and supplier negotiation. This is a key appointment, requiring a hands on role, where you will be expected to take a lead role and share our passion in maintaining and delivering consistent excellent standards of service, ensuring the best possible experience for our new and existing customers</p> <p>Candidates must have at least 2 years food and beverage experience preferably in a senior operational management role, and be highly motivated, consistent in your approach, and be able to successfully deliver the values of the Club</p>
<b>Duties and responsibilities</b>	<p><b>Key responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Manage, train, and continuously develop and support the food &amp; beverage operations, maintaining the day-to-day operation within this sector of the business, ensuring exceptional first class standards and service.</li> <li>• Oversee and continually develop both matchday and other event catering and bar facilities.</li> <li>• Responsibility for all F&amp;B day to day operations within set out budgeted framework guidelines</li> <li>• Management of events diary on a daily basis, informing staff of any changes or amendments to dates and times of an event</li> </ul>





- To take responsibility and demonstrate a hands-on approach to both office and service teams. To be effectively and consistently involved in assisting the hospitality team and event co-ordinators when necessary and to deliver and maintain a high class of service to our customers.
- Setting up, preparing and organising conference and meeting rooms, bar areas, holding kitchen, including re-arranging of furniture, tables and chairs in preparation for delivery ensuring rooms and adjacent areas are cleared afterwards in readiness for next event.
- Organise and manage a staff rota to ensure smooth running of the F&B department for all events and functions. Ensuring all holiday and sickness absence is covered and additional staff arranged if required.
- Ensuring F&B staff database is kept up to date with contact details, induction and recruitment processes
- Manage the F & B team, with a friendly and helpful attitude, leading by example. Organise staff recruitment, including carrying out staff appraisals on a regular basis and making sure staff are continuously updated on new policies or procedures, and training and development.
- Responsible for all customer correspondence and communicating any points arising to relevant Food & Beverage staff and resolving any complaints or conflicts. Ensure prompt and efficient resolution of customer complaints. Identify customer needs and respond pro-actively.
- Establish, maintain and uphold a budget control for ordering of stock and goods once approval has been obtained. Producing PO's, and dealing with invoice queries and maintaining open lines of communication with the Accounts Department.
- Organise and attend regular staff training, including any training or development where appropriate and necessary. Ensure successful planning and standards are maintained. To be approachable to support staff to continually grow and develop. Encourage and guide staff to maintain high levels of customer service.
- Maintaining staff records to include monitoring progress, development and performance coaching.
- Development of sales and planning.
- Research of local market trends in order to maintain a competitive edge working closely with the Head Chef & Bar Manager monitoring latest changes and prices and subsequently relaying information to customers and clients.
- Ensure adequate resourcing and planning including correct stock levels, negotiating competitive pricing with local suppliers, maintain, upgrade and renewing of contracts & agreements.





	<ul style="list-style-type: none"> <li>• Ensure strict awareness and compliance with all Health &amp; Safety work practices including good practice for standards of hygiene ensuring the highest standards of safety and hygiene for both yourself and your staff</li> <li>• Manage the Food/Bar Hygiene consultants and maintain a database of any changes and updates and inform and relay them to the Commercial Director</li> <li>• Assist in the planning of event menus and any changes or developments with the Head Chef and Conference &amp; Banqueting Manager.</li> <li>• Carry out any other additional duties as requested and guided by the Conference &amp; Banqueting Manager and Commercial Director.</li> <li>• Ensure prompt and efficient resolution of customer complaints.</li> </ul>	
<p><b>General:</b></p>	<p>This document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation.</p> <p>All employees may be required to undertake any other duties as may be responsibly requested.</p> <p><u>Equality &amp; Safeguarding</u>          Burton Albion are committed to ensuring that equality of opportunity is at the very heart of everything we do to ensure we provide fair and non-prejudicial access to the services across the Club. We uphold everyone's freedom of rights and choice to be different and aim to provide opportunities for everyone to succeed. It is the policy of the club that no person, whether player, job applicant, employee, volunteer or customer, shall be discriminated against. The club opposes all forms of unlawful and unfair discrimination, either direct or indirect, or harassment, on the grounds of the following 'protected characteristics': Age, Disability, Gender Reassignment, Marriage &amp; civil Partnership, Pregnancy &amp; Maternity, Race, Religion or Belief, Sex and Sexual Orientation. Anyone who is found to be in breach of this could receive disciplinary action, which may well include suspension and dismissal.</p> <p>Burton Albion are committed to and has both a moral and legal obligation to ensure that all children and vulnerable adults are protected and kept safe from harm whilst engaged in services organised and provided by the club and believes that the general wellbeing, welfare and safety of all children and vulnerable adults engaged in club activities is of the utmost importance. The club will fulfil its responsibilities by ensuring it displays best practice in safeguarding matters, carried out in a spirit of partnership and openness with the child or vulnerable adult, families and the relevant local authority</p>	
<p><b>Qualifications:</b></p>	<p>5 GCSE's Grade C &amp; above</p> <p>Hospitality and Food Service Management to NVQ2</p> <p>Personal Licence Holder</p> <p>Food Hygiene to NVQ2</p>	<p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p>





<b>Experience:</b>	Must have 2 years previous knowledge and a background in catering in a supervisory role	Essential
	Familiar with delivering first class service to customers	Essential
<b>Skills &amp; Knowledge:</b>	Strong sense of responsibility and being able to organise well	Essential
	Previous sales experience	Essential
	Knowledge of leadership skills	Essential
	Budgeting experience	Essential
	Must be courteous and focused in providing a consistently excellent/ high standard of customer service	Essential
	Ability to organise, plan ahead and manage a team of staff	Essential
<b>Qualities:</b>	Experience working within a fast paced dynamic environment	Desirable
	Excellent Communication Skills	Essential
	Excellent timekeeper	Essential
	Possess a 'can-do' attitude and be a team player in both the office and during service.	Essential
	Flexible approach to meet the nature and demands of the business	Essential

