

LIVERPOOL PHILHARMONIC

JOB DESCRIPTION

Title:	Food & Beverage Duty Manager
Responsible to:	Head of Food & Beverage
Responsible for:	Supervision of the F&B team
Contract:	Variable Hours Contract, Permanent

Principal Role

As F&B Duty Manager, you'll be part of the larger Food and Beverage Team management team, responsible for delivering all bar operations at Liverpool Philharmonic Hall whilst on duty. You are responsible for the supervision of the F&B team, and ensuring that all customers have a welcoming, enjoyable and efficient visit when experiencing our F&B operations.

You'll support the recruitment and management of F&B team members, coordinate F&B and hospitality services required for events, assist in inventory management and building supplier relationships, and deputise for the Food and Beverage Manager as and when required.

You'll assist in delivering the exceptional operational standards and consistently improve the quality of F&B services and generate increased revenue and profitability. You'll also assist with ensuring operations are always delivered to the highest possible standard and compliant with all current licensing and health and safety policy / procedural requirements, and to ensure this is implemented by all team members.

Operations Management

To support the Head of F&B and F&B Manager to lead the Food and Beverage operations at Liverpool Philharmonic, alongside other F&B Duty Managers.

To be familiar with POS systems and stock control management procedures.

To display exceptional customer service and lead the bars team in ensuring optimum standards are being always presented, and to confidently and competently manage a large bars team with clear direction, including leading staff briefings where necessary.



LIVERPOOL
PHILHARMONIC

To assist the Head of F&B and F&B Manager with administrative duties including end of shift financial reporting and bars diary management.

To assist with the recruitment, induction and training of new F&B team members as directed by the Head of F&B, ensuring key business goals and Inclusivity and Relevance Plan objectives are achieved.

To assist the Head of F&B in the performance management and appraisal of F&B team members in line with organisation policies and procedures.

To work collaboratively with other operational departments and colleagues, particularly the Visitor Experience management team, to assist in delivering the best overall customer experience at Liverpool Philharmonic.

Responsibilities and duties

Food and Beverage Duty Management

- To ensure the highest possible speed of service levels, across service in our all bars.
- To ensure outstanding high quality customer service to concert and event attenders, clients, hirers, artists and internal customers
- To ensure stock lines and quality and levels meet the needs of the business and of our customers
- To ensure best practice regarding all hygiene, health & safety and legislative responsibilities relating to stock control.
- Cleaning schedules to be put in place and adhered to with regular checks carried out and recorded.
- To maintain our relationship with external catering partners, to ensure smooth delivery of all fully catered events
- Contribute ideas to improve revenue and training of staff.
- The role includes extended periods of standing and manual handling, including moving between five busy bars.
- To be responsible for ensuring adherence to and compliance with all relevant health and safety and licensing legislation, regulations and practices.
- To undertake any other duties as required.
- To comply with Liverpool Philharmonic's Health and Safety Policy and procedures at all times.



LIVERPOOL
PHILHARMONIC

- To be responsible for identifying, correcting and where necessary reporting to the Head of Food & Beverage any hazard or risk that may affect Liverpool Philharmonic's bars operations and the safety of staff or customers.
- In addition, the post-holder may be required to undertake other reasonable duties commensurate with their status and abilities and depending upon the requirements of Liverpool Philharmonic.

Conditions of Employment

Salary: £14.57 per hour (casual hours) (pending pay award in April)

Hours of work

This is a casual post at no fixed hours per week. These are normally worked 5 days over 7 with your work rota arranged to support the needs of the business. Liverpool Philharmonic operates all year round, including weekends and bank holidays - as such, regular evening and weekend work is an essential aspect of this post. This will often include early starts or late finishes where public transport may not be available.

Holidays

The annual leave entitlement is accrued in relation with the number of hours worked.

Pension

Liverpool Philharmonic operates a Group Personal Pension Scheme whereby employees can elect to join and enjoy employer contributions. In accordance with the Pension Act 2008, all qualifying employees will be auto enrolled into the Group Personal Pension scheme.

Sickness Payments

Liverpool Philharmonic has a sickness absence policy and payments during sickness absence will be made in accordance with the policy. Details of the policy are available on request.

Equal Opportunities Statement

Liverpool Philharmonic transforms lives through music. We champion equity, diversity, inclusion, and belonging throughout our organisation, our activities, and in the artists and music genres we present.

Our team is a dynamic group of people from all walks of life, united in our passion for music. We're committed to ensuring that everyone feels welcome and everyone is able to thrive, regardless of who they are and where they are from. We are committed to developing a more diverse workforce through encouraging applicants with the skills and experience that help us to widen our perspective and better serve the needs of the Liverpool City Region and our communities.



LIVERPOOL
PHILHARMONIC

We particularly encourage applications from individuals from disabled, minority ethnic, and working-class communities as these groups are currently underrepresented within the creative industries.

Person Specification

Essential

- Customer Service/Hospitality/Bar Management Experience of 5 years and of managing teams of 10 +
- Experience of providing exceptional service in a demanding fast-paced bars environment
- Excellent communication skills, with a confident ability to engage with the general public
- Experience of till systems and payment card processing
- Strong numerical skills. Experience of end of night reconciliation and stock handling.
- Ability to work flexibly including weekends, evenings and bank holidays. Daytime availability would be an advantage, as we do have daytime events throughout the year.
- Have a positive outlook and personable demeanour

Desirable

- Personal license
- COSSH training
- Level 2 Food handling certificate
- Current First Aid at Work certificate
- Experience of reconciling accounts and basic sales reports
- Knowledge of relevant health and safety legislation including risk assessments and method statements

Please note: This job description reflects the current position. It does not preclude change or development that may be required in the future.



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