

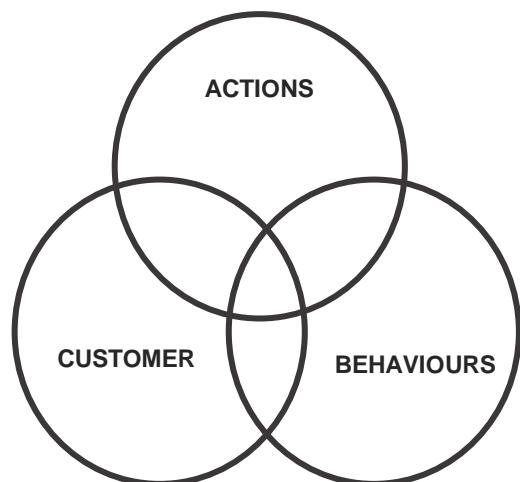
## Job Description

<b>POST:</b>	<b>Food and Beverage Team Leader</b>
<b>JOB PURPOSE:</b>	To lead in the provision of excellent customer experience in relation to the food and beverage provision at all Newport Live venues.
<b>RESPONSIBLE TO:</b>	Food and Beverage Manager
<b>SALARY:</b>	Grade 5 (SCP 21-25)
<b>KEY RELATIONSHIPS:</b>	Food and Beverage Manager, Suppliers, Members of the public, Newport Live colleagues
<b>BASE LOCATION:</b>	Newport International Sports Village or Riverfront Theatre
<b>MANAGEMENT RESPONSIBILITY:</b>	Food and Beverage Assistants
<b>WORKING HOURS/ PATTERN:</b>	This post will require the post holder to work flexibly including early mornings, evenings and weekends and bank holidays on a regular basis, as required by business need.
<b>TRAINING:</b>	The post holder will be required to attend staff training programmes relevant to the post.

### I will be successful in my role when:

- All my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers.
- Through my performance and passion, I inspire people to be happier and healthier

### HOW MY PERFORMANCE IS MEASURED



**OPERATIONAL RESPONSIBILITIES:**

- 1 To operate the café commercially, ensuring customer service is excellent, sales are maximised and waste is minimised by leading, developing and nurturing the team and constantly monitoring standards against policies and procedures.
- 2 Lead by example; setting high standards of cleanliness, tidyness, café, and personal presentation. Ensure all colleagues are compliant with food hygiene standards and take immediate action if any aspect is below expected standards.
- 3 Ensure individual compliance and accountability for health, safety, food hygiene, and all legal requirements, standards and policies and procedures. Ensure all opening and closing check lists are completed.
- 4 Focus on food quality/appearance, service and delivery times, and the fine details that define excellent customer service.
- 5 Show an awareness of customers' needs and expectations; prevent problems before they occur and resolve any customer issues.
- 6 Ability to prepare, cook and deliver food in the café and for events & parties.
- 7 Work closely with customers, the Food and Beverage Manager and site management to provide catering for meetings, events and parties.
- 8 Schedule staff rotas for your team ensuring correct manpower levels are in place for the café and any meetings, events and parties where required.
- 9 Motivate, develop, performance manage, and conduct reviews for Food and Beverage Assistants. Motivate your team and resolve conflict in a timely manner.
- 10 Accurately complete human resource and people management tasks as required.
- 11 Lead by example to communicate Newport Live's Mission, Vision and Values to all team members.
- 12 Ensure targets, expectations and information is clearly communicated to all teams members in a planned and timely manner.
- 13 Ability to adapt quickly and have a flexible attitude and approach to ensure a high performance service is delivered.
- 14 To carry out the daily duties within the café such as customer service, cleaning, food preparation, compliance checks and record keeping as part of the weekly rota.
- 15 Hold a personal licence and control the sale of alcohol.
- 16 To deputise for the Food and Beverage Manager when required.

**The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned by the Chief Executive of Newport Live.**

**The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.**

**The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.**

**The post holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.**

**Food and Beverage Team Leader  
PERSON SPECIFICATION**

Area	Essential	Desirable
<b>Qualifications</b>	<p>1.1 5 GCSE's (Grades A-G) OR equivalent level qualification OR significant relevant experience in a similar role</p> <p>1.2 Advanced Food Hygiene Certificate Level 3 (A, C, I) (Training can be provided)</p> <p>1.3 Allergen Awareness (A, C)</p> <p>1.4 Personal Licence Holder (A, C, I)</p>	<p>1.5 National Vocational Qualification relating to food / catering (A, C)</p> <p>1.6 Health &amp; Safety Training (A, C)</p>
<b>Knowledge, Skills &amp; Competencies</b>	<p>2.1 Excellent customer care skills (A, I)</p> <p>2.2 Ability to prepare and cook food in a retail catering environment (A,I)</p> <p>2.3 Ability to lead, manage and develop staff. (A, I)</p> <p>2.4 Be able to work alone and as part of a team (A,I)</p> <p>2.5 Able to communicate clearly both written and verbally (A, I)</p> <p>2.6 Strong numeracy skills (A,T)</p> <p>2.7 Ability to prepare and cook food for large groups as part of a team (A, T)</p> <p>2.8 Good IT skills (A,I)</p>	
<b>Experience</b>	<p>3.1 Previous experience of working in a busy customer facing role (A,I)</p> <p>3.2 Previous experience of working in a busy versatile catering establishment (A)</p> <p>3.3 Experience of managing staff and leading teams and managing day to day operations in line with relevant policies and procedures. (A, I)</p> <p>3.4 Experience of purchasing supplies, stock management and storage of food products. (A,I)</p>	<p>3.6 Experience of bar work (A)</p>

	3.5 Experience of working on large events as part of and leading a team (A, T)	
<b>Personal Attributes</b>	<p>4.1 Demonstrate a commitment to personal continuous performance improvement. (I)</p> <p>4.2 Be able to work well both as an individual and as part of a team. (A,I)</p> <p>4.3 Possess an assertive and confident attitude. (I)</p> <p>4.4 Demonstrate a passion for excellent customer service. (I)</p> <p>4.5 Possess a can-do attitude (A, I)</p>	
<b>Other</b>	<p>5.1 Ability to work various shifts including early mornings, evenings weekends and Bank Holidays on a regular basis (A, I)</p> <p>5.2 Willingness to work from various sites operated by Newport Live. (I)</p> <p>5.3 Holds a current full UK driving licence</p>	5.4 Access to own vehicle (required to assist with movement of stock and equipment as and when necessary)

**Method of assessment (\* M.O.A.)**

A: Application form (including shortlisting)

C: Certificate

E: Exercise

I: Interview

P: Presentation

T: Test

AC: Assessment Centre