**BELGRADE THEATRE - JOB DESCRIPTION**



**Post:** Deputy Catering Manager

**Employer:** Belgrade Theatre

**Department:** Catering

**Line Manager:** Catering Manager

**Grade:**  Deputy Manager

**Reports To:** Catering Manager, Head of Commercial Income

**Reports From:** Catering and Kitchen Staff

**Responsible for:**

**Coventry is UK City of Culture 2021.**

**The Belgrade in partnership with City of Culture**

**Is delivering a major project as part of the Citywide celebrations.**

**It’s an exciting time to join the team**

**EXCITING OPPORTUNITY TO JOIN THE BELGRADE CATERING TEAM**

**Vision**

Together, with the diverse communities across Coventry and the region, we aim to enrich and fundamentally change people’s lives for the better through theatre.

**Mission**

In our landmark building, across the region, the UK and online, we will use theatre to entertain, inspire, share the city’s stories, uncover hidden histories and unleash the creativity in our communities.

### *Our Organisational Brand Values: we are Ambitious, Brave and Collaborative*

The Belgrade Theatre is the largest producing theatre in Coventry, England’s 11th most populous city and the second largest conurbation in the Midlands, and acts as the city and sub-region’s commercial and producing theatre. We are situated in Coventry city centre and in our two spaces (850 and 250 seats) offer a broad programme consisting of large and small scale touring productions and our own productions created in-house. Our Seasons are designed to appeal to and broaden our wide range of audiences. Alongside this programme we also offer a wide range of participation, education and talent development programmes, host conferencing and events and operate the catering offer.

In addition to our core work currently the Theatre is

* Completing the second phase of our £5m Redevelopment Project that upgraded our 1958 main auditorium, and improving and expanding our café bar facilities, increasing capacity for our participation and commercial work. This will be completed by early 2021; and
* working on delivering our 2021 Project HANDING OVER THE KEYS that is a headline project for Coventry UK City of Culture 2021

For more information on the Belgrade’s work please visit:

* 2 minute video: <https://www.youtube.com/watch?v=TpfSBRgOwwI&feature=youtu.be>
* And <http://www.belgrade.co.uk/about-us/>

***Positive Action and Diversity Statements***

The Theatre Industry is disproportionately represented by people who are white, able-bodied and from a narrow range of socio-economic backgrounds. The Belgrade Theatre is on a journey to change this and we seek to encourage applications from those who are currently under-represented in the Theatre Industry.  We are committed to increasing the diversity of those working in and for our organisation, in whatever capacity. We believe that inviting and supporting applications from people with a diverse range of backgrounds, identities and life experiences strengthens and enriches the work that we do.

**Belgrade Theatre’s 2021 Project**

‘UNLEASHING CREATIVE POWER FOR THE CITY’ /HANDING OVER THE KEYS is a strategic shift for the Belgrade in the way that it embeds the priorities of **diversity**, **community collaboration** and **talent development** across the ethos, programming and operations of the Theatre. It builds on and strengthens the integration of our groundbreaking participatory theatre and talent development practices with the professional programming and operations of the Theatre, whilst deepening the Theatre’s relationship with its communities.

This ground-breaking project is led by a team of three 2021 Co-Artistic Directors and we will deliver a bold and inspiring programme of work for Coventry’s year as UK City of Culture in 2021

*This work is known internally as KEYS which is short-hand for*

*HANDING OVER THE KEYS/UNLEASHING THE POWER OF THE CITY*

The Belgrade Theatre Trust is a registered charity (number 219163). This means that all the money given, raised or earned is not distributed as profit but kept and reinvested in the work that we do.

**Aim of post:**

This post is an exciting opportunity for someone wanting to make a supported career move to what is in effect a stand-alone Food & Drink outlet that is fully supported by the Belgrade Theatre, and play a key part of its success. With City of Culture 2021, the Theatre’s own recently completed expansion plans and neighbouring property developments due to open in the next few years, there are huge opportunities for growth.

To support the Catering Manager in overseeing the catering function of the Belgrade’s Operations Department, providing a quality food and drink experience to daytime and evening customers, and implementing an efficient, effective and smooth running of the Theatre’s Events & Conference operation. Specifically, the post holder will take responsibility for ensuring that the theatre maximises income from catering and conference sales and control expenditure. To ensure full compliance with Health & Safety and Food Hygiene legislation.

**Responsibilities:**

Operational

* To represent the Designated Premises Supervisor
* To deputise for the Catering Manager
* To supervise a team of catering, kitchen and events staff
* To ensure that a high level of customer service is achieved at all times.
* To deal with any complaints received from customers to draw them to a satisfactory conclusion, and ensure that these are appropriately logged.
* To assist in ensuring that staff are rota'd in line with available budgets, and time sheets are processed accurately and take ownership of agreed core processes such as rotas/payroll processing, stock management, staff training
* To provide a high quality and affordable catering offer, working with the Head of Commercial and Operations, Catering Supervisor and Kitchen Staff to develop menus and products for sale in the café and bars, which achieve desired profit margins and minimise waste.
* Proactively ensuring that the Team maximise sales opportunities and drive down costs and comply with Health & Safety and Standard Operating Procedures. Ensure these standards are consistently adhered to.
* Be responsible for cellar management, ensuring accurate stock control through monthly stock checks and cleaning is carefully managed.
* To be responsible for compliance with relevant Health & Safety and Food Hygiene legislation
* To ensure that all necessary reporting and recording is carried out and filed, and being a primary point of contact for Environmental Health Officer visits, ensuring that the Theatre achieves the maximum Hygiene ratings.
* To ensure that all Catering, Bar, Kitchen and Conference areas are kept clean and tidy at all times
* Ensure that Catering requirements for external clients are fulfilled, working with external caterers to fulfil more complicated requests.
* To order stock as required and ensure that it is all received in good order following HACCP.
* To carry out end of day cashing up and banking
* To act as a non-performance duty manager for the theatre, including being a key holder and carrying out lock up/opening procedures.
* To assist or lead in carrying out evacuations procedures
* To work within the Theatre’s Environmental Policy

Financial

* To deputise for the Catering Manager in all reporting, control and ordering including processing and reporting on payroll
* To operate within expenditure budgets and achieve income targets as set by the Head of Commercial and Operations
* To ensure full compliance with cash handling procedures, invoicing, recharges and credit control
* Regular reviewing of selling prices and supplier analysis

General

* To undertake any other duties which are consistent with the function of the job including attending staff meetings and training courses
* To develop an understanding of the Belgrade Theatre brand
* To work at all times within the Theatre’s Equal Opportunities Policy, and especially to create and maintain equality of access for local people to appropriate activities for self-expression within an atmosphere of mutual trust and respect.
* To work within the Theatre’s policies, in particular within its Health and Safety policies, and ensure adherence to these policies by freelance workers.
* To act as ambassador for the Theatre in general and be interested in the work that the Theatre is producing and presenting
* To actively promote and implement the Theatre’s Environmental Policy
* To actively promote the catering product offer through Social Media

**Person Specification:**

**Essential:**

* At least 3 years’ experience of working within a busy bar and food environment, as well as relevant conference and events experience
* At least 1 year successful experience of supervising a team of casual staff
* A demonstrable ability to
	+ ensure compliance with Health & Safety and Food Hygiene legislation and working with Environmental Health Officers
	+ prepare (following instruction), present and sell food and drink
	+ supervise a team of permanent and casual staff in a busy working environment
	+ comply with cash handling procedures and use an EPOS system
* An understanding of developing new markets and products in a café and/or bar environment
* A polite, engaging and welcoming persona, and the ability to engage with customers, with good spoken and written English
* A thorough understanding of what makes good customer service and the ability to instil a positive ethos in others
* Energy, flair and enthusiasm;
* Flexibility and willingness to embrace change
* Excellent team worker, supporting the work of colleagues as well as inviting support and input in return.
* Numerate and literate; Computer Literate: Proficiency in the use of Word, Outlook and Excel and wiliness to learn other computer packages used by the theatre
* To be an effective champion of the value of live Theatre
* Willingness to embrace the Belgrade Brand Values to be the people who know and care. The Belgrade’s character is AMBITIOUS: we have energy and drive to deliver excellence across all our work; BRAVE: we celebrate and encourage creativity and innovation in everyone; COLLABORATIVE: we work inclusively to achieve our goals.

**Desirable:**

* Experience of menu and product development in a café, or similar, environment

**Terms and Conditions:**

* This is a Full-Time Post, working 39 hours (excluding meal breaks; main meals are a 30 minutes break) over five days Monday to Sunday between 8.00am and midnight with regular weekend/evening work
* Pay is monthly in arrears, £25,000 pa gross, £2,083 per month gross, (£12.32 per hour gross). Annual Pay Review is April next review April 2022
* There is a probation period of 3 months during which the notice period is two weeks
* After confirmation of appointment the notice period is one month
* Taking leave/days off must be co-ordinated with the other departmental staff to ensure the Theatre has appropriate cover.
* Since April 2014 the Belgrade has run pension auto-enrolment and is currently making 3% employer contributions which will rise in line with legal requirements. The Theatre’s appointed pension provider is NEST. Further details are available.
* Holiday – 28 days per annum including Bank Holidays, rising by one day every complete year worked, to a maximum annual holiday entitlement of 33 days (including Bank Holidays). Pro Rata for part time working. Holiday must be co-ordinated with the wider department and must avoid peak periods. No holiday is permitted for front of house staff over the Christmas period
* There is no paid overtime but TOIL (time off in lieu) for hours worked on the 6th day
* The Belgrade operates a House Agreement based on the UK Theatre /BECTU (Broadcasting, Entertainment, Cinematograph and Theatre Union) Agreement and its Staff Hand Book outlines the terms on sick pay, maternity leave and pay, paternity leave and pay, grievance and discipline and other relevant staff matters.
* Staff are entitled to tickets for shows at the Belgrade Theatre, subject to particular conditions and 10% discount at the Theatre’s Café Bar and Bars
* On appointment the successful candidate must be able to provide the correct documents as proof of their right to work in the UK.
* The Belgrade is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Due to the job tasks of this post it will require an Enhanced Disclosure & Barring Service (formally CRB) check
* Due to the long and often late hours associated with this post, the post holder is expected to live within 25 miles of the Theatre. Relocation allowance based on BECTU is payable for those eligible (currently c £1500)
* On appointment the successful candidate must be able to provide the correct documents as proof of their right to work in the UK.
* The candidate’s contract of employment with the Belgrade Theatre does not come into force until the first day of work

March 2021