**BELGRADE THEATRE - JOB DESCRIPTION**



**Post:** Assistant Catering Manager

**Employer:** Belgrade Theatre

**Department:** Commercial and Operations

**Line Manager:** Catering Manager

**Grade:**  Assistant Manager

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

**Reports From:** Catering and Kitchen Staff

***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 youth and community programmes, host conferencing and events and operate the catering offer.*

*For more information on the Belgrade’s work please visit:* [*https://www.youtube.com/watch?v=TpfSBRgOwwI&feature=youtu.be*](https://www.youtube.com/watch?v=TpfSBRgOwwI&feature=youtu.be)

*And* [*http://www.belgrade.co.uk/about-us/*](http://www.belgrade.co.uk/about-us/)

*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. Following City of Culture 2021, the Theatre’s own 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 Commercial and Operations Department, providing a quality food and drink experience to daytime and evening customers.

Specifically, the post holder will assist with the responsibility of ensuring that the theatre maximises income from catering, conference and events 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 and kitchen staff
* To ensure that a high level of customer service is achieved at all times.
* To deal with any catering complaints received from customers to draw them to a satisfactory conclusion.
* 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.
* 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.
* In conjunction with the catering manager 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

**Person Specification:**

**Essential:**

* At least 3 years’ experience of working within a busy catering environment including bar, café, and conference/events
* At least 1 year successful experience of supervising a team of 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 leader and 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:**

* To hold a personal liquor license
* Food Hygiene Level 2
* First aid at work

**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 late evenings with regular weekend/evening work
* Pay is monthly in arrears, £23,000 pa gross, £1916.67 per month gross, gross). Annual Pay Review is April next review April 2023
* There is a probation period of 3 months during which the notice period is two weeks
* After confirmation of appointment the notice period is two months
* 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 BECTU rates are paid for Sunday/public holiday working (or TOIL) if agreed in advance with Line Manager
* 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

May 2022

**Application Schedule:**

**Deadline: 31 May 2022**

**Application Information:**

Please complete the application form below and return it as follows by email or post.

**As an attachment by email**

To: [recruitment@belgrade.co.uk](mailto:recruitment@belgrade.co.uk)

Subject: Assistant Catering Manager Application

**By post**

Recruitment: Assistant Catering ManagerApplication

Belgrade Theatre, Belgrade Square, Coventry, CV1 1GS

**Recruitment will take place in two stages**. First, a short-list of applicants will be drawn up and they will be invited to an interview. If you are invited to an interview we will contact you with more information and to find out whether you need us to make any access arrangements. We will pay reasonable domestic travel expenses for all interview candidates.

We will aim to reach a prompt decision after the interviews and aim to contact all short-listed applicants as soon as possible after a decision has been made.

*What we do with your data:*

*The Belgrade Theatre follows the guidelines outlined in the General Data Protection Regulations of 2018 and as such will ensure that any personal data from contracts and correspondence will be stored safely and lawfully processed.   The Theatre will hold the unsuccessful Applicant’s information on file for 12 months and then will destroy it. The successful Applicant’s information will be stored in their Staff File while employed at the Theatre and for up to seven years after their employment at the Theatre has ceased, before being destroyed. We will only use these details for legitimate business reasons*

**The form should be completed fully but your application should not exceed four sides in total please. You may amend the size of the boxes for each section as you wish. Please refer to the Job Description and the Person Specification.**

**APPLICATION FORM FOR THE POST OF: Assistant Catering Manager**

**Name: Address:**

**Telephone (Day): Telephone (Evening):**

**E-mail:**

**Referring to the Job Description and Person Specification, please tell us, in up to 500 words, why you are interested in this post and what makes you a suitable candidate?**

**Please list details of any work, education, training or work experience that might be relevant to this post?**

REFERENCES

**Please give the names and addresses and telephone numbers of two referees, one of whom should be your present employer, if applicable:**

**Name: Name:**

**Address: Address:**

**Telephone: Telephone:**

**Email address: Email address:**

**Your relationship to referee: Your relationship to referee:**

*If you are in any way related to/have a personal relationship with either referee please declare this now:*

May we request a reference before making an offer to work?

Referee 1 YES/NO Referee 2 YES/NO

**DECLARATION**

I declare that, to the best of my knowledge, the information given in this application is correct and I understand that it will be treated as part of any subsequent contract of employment.

SIGNED: DATE:

**The Belgrade Theatre Diversity and Equal Opportunities Return**

The Belgrade Theatre is committed to ensuring equal opportunities, aiming to attract and work with staff from a wide diverse pool. The information that you give us on this form will be treated confidentially and stored on our HR Data Base as statistical information only. This will be used to help monitor the diversity of applicants and to enable us to continue to develop policies and procedures regarding diversity and to submit required data to our funders. The information you supply WILL NOT be made available to anyone in any form other than anonymous data.

Please complete our monitoring form via the below link:

[Diversity and Equal Opportunities form](https://docs.google.com/forms/d/e/1FAIpQLSd1rsye1Fl84kkz_0jZ6pI4-50jcuyJj26VMJr_g-HoOdl5rw/viewform?usp=sf_link)