

 25 SWAN STREET

THE NORTHERN QUARTER

MANCHESTER

M4 5JZ

BANDONTHEWALL.ORG

Dear Applicant,

Thank you for your interest in the position of **Head of Bars and Catering** at Band on the Wall.

This application pack includes:

* Job Description
* Person Specification
* Application Form
* Guidance for applicants

The closing date for receipt of completed applications is Monday 28th April. We regret that applications received after that time cannot be considered. Please note that we cannot accept CVs for this post.

Please submit your application as a single attachment by emailto: **hr@bandonthewall.org****. Please ensure you have also completed the separate monitoring form found through this link:** <https://forms.office.com/e/GT6XQnmBtq>

Shortlisted candidates will be contacted by phone or email by Friday 2nd May**.** Interviews will be onWednesday 14th Mayat Band on the Wall.

Unfortunately, due to the high volume of applications expected we are unable to write back to all those who are unsuccessful at this stage or to give specific feedback on why you have not been shortlisted. If you have not heard from us by Friday 2nd May you should assume that your application has been unsuccessful on this occasion.

We hope that this pack will help with any questions you might have about the application process. However, if you have any further queries, please email hr@bandonthewall.org

We look forward to receiving your application and thank you for your interest in Band on the Wall.

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| **Job Title**     | Head of Bars and Catering |
| **Responsible To**     | CEO  |
| **Responsible For** | Duty Managers, SupervisorsFront of House team |
| **Key Relationships (Internal)**     | COO, Duty Managers, Supervisors, Head of Programming, Head of Finance (Trading) |
| **Key Relationships (External)**   | Drinks suppliers and breweries, catering suppliers, tour managers, artists, touring engineers & crew, SIA |
| **Salary**     | £35000 - £38000 P/A depending on experience  |
| **Benefits** | Free entry to Band on the Wall gigs25% staff discount on food and drink Paid training and development Pension scheme |
| **Hours**   | 37.5 hours per week including frequent evenings and weekends    |
| **Holiday Entitlement**   | 28 days p/a including bank holidays plus 1 additional days leave per year of service up to a maximum of 5 |
| **Period Of Contract**     | Permanent   |
| **Probationary Period**     | Three months   |
| **Notice Period**   | 1 month during probationary period, 2 months thereafter for both employee and employer |

**Band on the Wall has been at the very heart of Manchester culture for many years. A showcase venue for some of the best music in the world, we present an internationally-acclaimed programme of live music events, both inhouse and externally at venues across the UK.**

The Head of Bars and Catering is a new senior post which will be part of the operational management and leadership team of Inner City Music Ltd, the owners and operators of the Band on the Wall music venue.

This roles principle output is to drive the commercial activity within our suite of venues: The Band on the Wall Venue, The Copper Bar, The Rose & Monkey and other externally run bars and venues. Passionate about hospitality, you will be motivated to maximise the revenues from our bars, catering, cloakrooms and sales operations, delivering exceptional service and leadership in a fast paced environment.

You will be supported by a team of Duty Managers - primarily responsible for general on the night event management- supervisors and bar staff- will have oversight of the box office, freelance production staff and agency SIA and will oversee the supply, commercial services and logistics at both inhouse and external events.

You will have a background in venue and / or hospitality management, including strong training and staff management skills, have a focus on driving and supporting performance and a proven understanding of the associated financial management and budget expertise this requires. With an exceptional eye for detail and a track record of leading a team within a high volume venue; you will be a personable and proactive leader with excellent communication and problem solving skills.

At least 50% of hours are to be spent during evening venue operational hours, with expected late nights as required. Additional lieu hours will most likely be accumulated during busy peak periods and carried over into quieter months when those hours can be recouped during periods of extended leave.

**Key Tasks and Responsibilities:**

* To uphold and enforce all aspects of the organisations responsibilities as outlined in the Premises License, including but not limited to liaising with Manchester City Council, The Police, and other joint agencies as and when necessary. To oversee and maintain all relevant records and due diligence for inspection when requested.
* A company keyholder, you will meet and set business objectives, oversee on the night business operations and staff performance, deputising for and supporting your duty management team when required.
* To take responsibility for your team recruitment, induction, day to day management, appraisal and training requirements. Overseeing administration, adherence to legislation and due diligence, risk assessment and rota planning to support effective event delivery.
* Achieve agreed budget and revenue targets such as turnover, GP and payroll percentage ensuring the bar and catering operation runs at maximum profitability. You will control all operating costs, managing and monitoring your department expenditure and have accountability for event forecasting.
* To work with the ICM finance team to negotiate the best possible deals and contract arrangements with suppliers for drinks and sundries.
* Budgeting stock effectively to suit demand; working collaboratively with the Programme and Marketing Departments for effective event planning and forecasting. To organise and coordinate regular stock takes, enforcing and monitoring stock control procedures at all times.
* To work with the operations team to manage the maintenance, cleanliness and repair of the venue ensuring all areas are maintained as clean, welcoming and safe environments. To ensure the aesthetics of the venue meet the exacting standards prescribed in the SOPs and Venue Set up guides.
* To ensure that all staff are trained in all appropriate Health and Safety, COSHH and fire regulations, keeping up to date with any new legislation.

* Working alongside the operations team to develop and maintain operational policies and procedures; including practices as stipulated by Environmental Health and Weights & Measures ensuring all compliance with the law.
* To maintain effective communication with your staff team, CEO and where required the ICM Board, to update on business objectives and performance of the bar and catering department. To produce monthly management reports and attend operational management, staff, programming, and Health & Safety meetings when required.
* To liaise with the programming and marketing teams to maximise the diary and potential 'spin-off' profitability from events, to develop initiatives and to liaise with the operations teams to ensure event information on the night is available and accurate.
* To assist the Head of Facilities and Compliance with the delivery and staffing of requirements for any conference and private hire events or other meetings.
* To maintain and develop the quality of inhouse catering and bar provision and potential earnings for all events which may from time to time include additional outdoor events. To develop and drive business generating initiatives i.e. special offers and new menus, keeping up to date with new F&B trends.
* To identify and attract new customers, whilst maintaining the existing clientele.
* To carry out any other duties as deemed necessary by the CEO.

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| **PERSON SPECIFICATION**  |
| **ESSENTIAL** | * Previous Bar/Venue Management experience within the hospitality industry
* Proven track record of delivering a range of events to a high standard with the ability to provide excellent customer service
* Demonstrable experience of strong leadership, training and motivation of a team
* Cellar management experience
* Knowledge of Beers, Wine and Spirits
* Strong awareness of budgets and P&L
* Strong communication and numeracy skills
* An active interest in live music and culture
* Personal Licence holder
* Willingness to work flexibly including evenings, late nights and weekends
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| **DESIRABLE** | * BII / Trade Membership
* Degree
* Contacts within the F&B Industry
* Box office experience
* Drivers Licence
* Safeguarding training
* First Aid Trained
* Fire Marshall Trained
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**Health & Safety**

* To fulfil a key role in the management of health and safety at work and ensure that the policy and procedures are fully implemented and adhered to.
* The organisation will endeavour to provide all adequate and relevant training and will put in place thorough and detailed standard operational procedures.
* To ensure that on the night staff always act in compliance with health and safety, licensing and building control regulations.
* To ensure that outside contractors and promoters, and their staff, using the venue(s) comply with health and safety policy.

# **Confidentiality**

To adhere to Policies and Procedures on confidentiality and the management and sharing of information.

**Equal Opportunities**

To actively promote an Equal Opportunity Policy. To help promote a working environment where all employees are valued as individuals and are encouraged to fulfil their potential. **Please note that racist / sexist and any other intolerant actions or language will not be permitted by the organisation and would be seen as completely inconsistent with our company philosophy.**

Inner City Music Ltd is an equal opportunities employer and guarantee that decisions regarding appointments will be made only based on appropriate ability and experience.

**Training and Development**

To emphasise the importance of development in the workplace. To actively encourage a learning environment and development within others. To be proactive about own continuous professional development.

**Review Arrangements**

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job may change without changing the general character of the job or the level of duties and responsibilities entailed. This information may be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.

The post will be reviewed at three months. A further probation period may be required; if this is the case the post holder will be informed in writing after the review.

**Band on the Wall is founded on the principles of equity, equality, diversity and inclusivity.** All job applications will be given equal consideration and we particularly welcome applications from black and minority ethnic and LGBTQ+ candidates, and those with disabilities, as these groups are underrepresented in our sector.

Please note that racist / sexist and any other intolerant actions or language will not be permitted by the organisation and would be seen as completely inconsistent with our company philosophy.

**Band on the Wall is a Disability Confident Committed Employer.** If you are disabled and your application meets the minimum criteria for the post, we guarantee you an interview