JOB DESCRIPTION

POSITION | Food and Beverage Operations Manager
REPORTS TO | Catering General Manager
DEPARTMENT | Food and Beverage
DIRECT REPORTS | F+B Supervisors
CONTRACT | Permanent, Salaried, Full time (37.5 hours)

VISION, MISSION AND VALUES

Our Vision
A Scotland where all people value science and technology to inform decision making, empower individuals and enrich lives.

Our Mission
To be an essential bridge between citizens and science and technology. To inspire people of all ages to explore and understand the world around them, to discover and enjoy science and understand its relevance to their own lives.

Our Values
Are at the heart of our business and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **We strive for excellence** to be the best we can be to make a positive impact on society.
- **We are inclusive** and want to make GSC a welcoming, respectful and supportive community for everybody.
- **We innovate** by being proactive, inquisitive and always ready to learn and improve.
- **We collaborate** to build relationships with our community to empower and support lifelong learning together.
ROLE PURPOSE

To manage the overall operations of the Food & Beverage department within Glasgow Science Centre including Taste Café, IMAX café, IMAX concession and Corporate Events. Responsible for ensuring the F&B team are delivering high standards of customer care and effectively manage the delivery of the GSC 5-star customer service promise.

KEY RESPONSIBILITIES

- Under the guidance of the Catering GM manage the planning and delivery of a vast portfolio of different events within GSC
- To promote an inventive style of event set up linking where possible the theme of “Science” encouraging staff to come forward with new ideas.
- To ensure the customers experience is maintained at all times to the highest standard from front and back of house by ensuring customer satisfaction through providing a 5-star customer service with a welcoming and friendly attitude
- When required to work on the floor across the department including the café, Imax coffee shop, Imax concession and corporate events
- To be always presentable working in a clean professional manner, ensuring appearance is always at a 5-star standard.
- To continuously work towards improving sales and service provided on site across all areas and to assist in the development of GSC event operations to ensure continued development
- Manage the F+B department rota, ensuring all areas correctly staffed with relation to service and GPS
- To demonstrate your organisational and leadership skills with a hands-on style, encouraging your team and managing a busy workload.
- To understand financial reports and budgets, reacting to them with new opportunities for profit generation when necessary
- You will have P&L responsibility on all events, detailed in end of month reports
- To ensure correct staffing levels for all events based on projected GPs and event budgets
• To receive deliveries and oversee the distribution to the designated area. Manage stock levels based on requirements of upcoming events, ensuring stock is safely stored and stock checks are carried out in a timely fashion.
• Monitor any wastage, spillage and losses of stock on and off shift
• To work closely with sales to create and monitor new packages
• Keep up to date with trends within the events sector reflecting this in production style and service provided by the department
• To oversee cash and credit transactions quickly and accurately within guidelines, focusing staff on promotions/ upselling
• To deliver high end food service according to GSC’s food hygiene, allergens and health and safety standards
• To oversee the set up and breakdown of events in an efficient way according to GSC’s guidelines adhering to all health and safety guidelines.
• To ensure all GSC event equipment is kept in good working order, oversee quarterly equipment audits
• To support and manage the performance of the team through ongoing evaluations, listening, training and mentoring and identify any staff skills gaps, organising and carrying out related training
• To attend departmental meetings, training and briefing sessions as required
• To assist in the evacuation of GSC during an emergency.
• To provide an integrated, co-ordinated and professional level of service to our customers at point of contact.
• To carry out other reasonable duties/tasks as required, deliver and meet the objectives of your team and Glasgow Science Centre.

PERSON SPECIFICATION

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<thead>
<tr>
<th>Qualifications, Skills, Experience and Knowledge</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>2 years’ experience within conference/ events management role</td>
<td>X</td>
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<td>Experience in managing large teams</td>
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<td>Knowledge of financial procedures including cash handling, epos systems, budgets and reports</td>
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<td>X</td>
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Stock management, ordering, stock counts/controls | X
Experience of hiring events equipment and agency staff | X
Strong Food + Beverage background | X
Alcohol license knowledge / Personal License holder | X

### Personal Qualities
- An enthusiasm for delivering high levels of customer service, with a high degree of commitment to Glasgow Science Centre’s mission, vision and values
- High standards with a passion for excellence and creativity in catering, events and customer service
- Strong interpersonal skills, including an ability to work with various departments across the organisation
- Strong problem-solving skills and ability to lead a team to success
- A willingness to work hard whilst under pressure.
- Ability to prioritise and take an organised approach
- Demonstrable respect for equality and diversity and the ability to promote equal opportunity practices.
- A flexible approach to meet overall deadlines and needs of GSC, including availability to work evening or weekends as required.