

Job Profile

Food & Drink Shift Leader

Grade TBC

HAY 410 C

Date created: 6th September 2024

About the Job

- You will act as Shift Leader whilst on shift, ensuring that each shift runs as smoothly as possible by providing outstanding customer service to a broad range of customers. You will ensure the effective operation of the Food & Beverage offer in a variety of duties which could include basic food and beverage preparation, maintaining presentation standards and supervise the safe sale of alcohol.
- You will take the lead when on shift, ensuring that all casual staff and agency staff are trained to comply with UK Licensing Laws.

This is what we need you to do...

- Be the Shift Leader when working in the cultural venue on a rota basis which will be demand/programme led, to include live music, comedy, performance, cinema and room hires.
- Train and supervise all bar staff working at the venue, providing safety and operational procedure inductions ensuring that bar staff adhere to the UK Licensing Law for the safe sale of alcohol.
- Maintain high levels of presentation of food and drink at all times, presenting the café servery and bar to agreed standards whilst complying with all regulations and laws in the service of alcohol.
- Take responsibility for delivering services to the agreed standards for the event bar and for corporate hire catering needs.
- Ability to change barrels, undertake line cleans, monitor, replenish and accept stock, highlighting low stock levels with the F&B Team Leader to ensure consistent delivery of service.
- Maintain a hygienic, safe, and organised work area through daily cleaning and job tasks, responding quickly to spills and other health and safety hazards.
- Adhere to the venues cash handling procedures, taking responsibility for cash reconciliation and the running of reports when leading a shift.
- Works sustainably and efficiently, minimising food and drink waste levels and undertake the sorting of waste for recycling and disposal.
- Help create a great sense of teamwork with your peers, portraying an enthusiastic and supportive approach.
- Maintain a professional relationship at all times with all customers and stakeholders even under high pressure situations, informing the F&B Team Leader of any issues that may have arisen.

General duties...

- Work with the Visitor Experience Team to ensure a safe, memorable visitor experience to include front-facing communications and appearance of public spaces.
- Demonstrate a commitment to personal and professional development, collaborating with managers to identify any gaps in skills, knowledge and expertise and plan for improvement.
- Consider the financial implications of any activities affecting the use of council funds, seeking best value for money, and identifying or recommending more cost-effective options.
- Take on any other additional duties as reasonably required within Gloucester City Council.
- Work in a flexible and adaptable way with a 'can-do' attitude that gets things done right the first time.

Special Conditions

- This post is subject to annualised hours and will require regular evening and weekend work.
- This role will support the wider Culture team as required.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Experience of working in a food and drink venue.
- Experience of basic food preparation and sale of alcohol.
- Experience of training staff.
- Experience of cash handling and basic till procedures.
- Experience of coping well in a pressurised environment.

Knowledge, Skills and Understanding

- Excellent customer service standards.
- Good written and communication skills.
- Excellent attention to detail, specifically with cash handling and reconciliation.
- Knowledge of UK Licensing Laws, specifically The Licensing Act 2003.
- Knowledge of Health and Safety compliance requirements in a food and beverage setting.
- Ability to lift and move heavy objects, with aids available.
- Interest in developing product knowledge with the ability to promote products to meet sales targets.
- Good team player. Flexible and adaptable, and willing to grow experience and skillset across various aspects of the service.
- Ability to confidently make decisions, communicating them clearly, whilst often working under conflicting pressures.
- Friendly and approachable manner with a passion for helping people experience culture and heritage.
- An understanding of and willingness to work unsociable hours.

Behavioural Attributes

- **Deliver value in a green and sustainable way:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations whilst contributing to Net Zero emissions targets.
- **Forward thinking with innovation:** Being creative and using your initiative you actively seek to improve and future proof services and processes.
- **Work together to make residents lives better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the city:** Being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Treat all with fairness, compassion, and respect:** You are courteous to customers and colleagues and considerate of others circumstances and feelings, keeping an open mind.

Expected to perform at Level 1 of Gloucester City Council's Employee Behaviours Framework

Education & Qualifications Essential

- GCSE Maths and English
- Level 2 Food Hygiene Certificate or prepared to undertake training.
- First Aider or prepared to undertake training.
- EVAC Chair trained or prepared to undertake training.
- Level 2 Award for Personal Licence Holders or prepared to undertake training.