



JOB DESCRIPTION

JOB TITLE: Regional Food & Beverage Manager

BUSINESS UNIT: Bromley, London & South Regions

POST No:

REPORTS TO: Regional Manager, Bromley & London

MAIN PURPOSE

To deliver, develop and drive a strategy for Mytime Active's Food and Beverage (F&B) business, across the Bromley, London and South Regions, with accountability to deliver a service and product which significantly contributes to the strategic aims and objectives of the company by:

- Maximise income, profitability, occupancy utilisation and service standards against defined performance indicators
- Secure best value in the delivery and continuous improvement in the provision of the service
- Use best practice and innovation to achieve excellent customer service
- Initiate new business development opportunities and profiling the service to its maximum
- Develop, implement and manage the highest standards of health, hygiene and safety in all F&B operations
- Develop a Team to enable high performance and who can exceed set targets
- Accountable for the retail performance within all Regions.

SUMMARY OF RESPONSIBILITIES AND DUTIES

1. Lead the Regions F&B business to deliver Mytime Active's vision and values, providing a clear sense of direction, ownership and target setting
2. Assist in the development and delivery of the corporate business plan and to translate the company's objectives into actions by directing resources to deliver results
3. Motivate, inspire and develop all staff to have a sense of pride in their work and to take ownership of the company values
4. Develop effective internal and external communication systems to ensure that information is cascaded to all appropriate persons
5. Responsible for the F&B income forecasts, providing regular and accurate performance information in written and verbal reports
6. Oversee the development and maintenance of appropriate F&B operational procedures through the QMS to ensure compliance with all relevant legislation
7. Maintain knowledge on the latest legislation, which pertains to the F&B operations, including licencing and make the necessary operational changes to ensure the business meets all requirements
8. Provide advice, guidance and support to all appropriate parties as to F&B related capital and infrastructure matters and to underpin the effective management of specific projects
9. Ensure that the F&B teams involved in the delivery of the service work effectively in partnership with other service providers, partners and suppliers
10. Lead on the negotiation with all relevant suppliers, ensuring that products and prices are commensurate to the required business standards
11. Ensure that all F&B publicity material promotes the service in the best possible means and is readily available, within the appropriate timescales
12. Maintain effective stock control methods to maintain agreed margins
13. Develop and implement marketing and promotional campaigns to maximise commercial and social returns
14. Assist in the development and delivery of staff training, which is consistent with current and future business needs and which meets the relevant legislative standards
15. Undertake and/or commission the delivery of project work on any aspect of the F&B business as required and deliverable within available resources and timescales
16. Ensure full compliance with all contractual responsibilities
17. Be technically able and play a proactive role in securing new business for Mytime Active
18. Develop, maintain and evolve good relations with existing Clients and stakeholders
19. Prepare business, marketing and service plans, operational manuals, research projects, feasibility studies, policies and management information as required
20. Any other duties as may be required, commensurate with the grading and responsibility of the post, as directed by the Regional Manager
21. Take responsibility for health and safety and actively participate in the maintenance and improvement of the overall company health and safety culture.

PERSON SPECIFICATION

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SKILLS AND ABILITIES

- Ability to lead, motivate and develop a team of staff to deliver organisational objectives within a climate of continuous improvement
- Sound interpersonal skills with proven ability to work effectively with all levels of staff and managers, including effective partnerships with other agencies and service providers
- Proven analytical skills and strategic thinking with the ability to develop and deliver strategies that meet business needs
- Ability to develop and implement policies and procedures
- Proven problem-solving skills and the ability to be flexible and exercise sound judgement and decision-making
- Ability to communicate effectively in writing and orally; including the ability to produce and present clear written reports and guidance, which interpret and effectively communicate/explain complex issues
- Skills sufficient to analyse/interpret management information
- Financial management skills sufficient to manage a large budget
- Proven influencing and persuading skills sufficient to persuade others to a different course of action in difficult circumstances
- Ability to undertake a diverse and demanding workload and to deliver consistently high quality work within specified timescales
- Ability to gain acceptance and respect from Clients and the teams involved
- Ability to communicate at different levels of the organisation and portray strong listening skills
- Ability to demonstrate excellent planning and time management ability
- Ability to adapt the management style and thinking process to the needs of the business
- Ability to build strong relationships with customers, Clients, stakeholders and employees
- Ability to proactively demonstrate commitment to a health and safety culture
- Proven financial, commercial and business acumen
- Proven literacy skills.

KNOWLEDGE

- Sound working knowledge of current F&B best practice and legislation and their practical application
- Appreciation of the contribution that effective performance management processes can make to service improvement
- Understanding of equalities issues in relation to employment and service delivery.

EXPERIENCE

- Minimum of five years' proven F&B practitioner experience in front-line service delivery at a senior level, including a minimum of three years' proven experience in the management of a successful F&B team
- Proven experience in successfully developing and implementing policies / strategies to meet business objectives
- Proven experience of providing high quality and timely F&B business advice to resolve complex issues.
- Proven experience in successfully developing Venues to meet business objectives.

QUALIFICATIONS

- The post holder will have a recognised qualification in Management or an industry related subject preferably to degree level or NVQ 4. An additional business qualification would be advantageous
- Hold a current Premises Licence
- With a proven track record in managing and developing F&B businesses the post holder will ideally have achieved a presence within the industry that ensures personal credibility.

CONDITIONS OF EMPLOYMENT

- Conditional upon health clearance, employment/education references and is exempt from the Rehabilitation of Offenders Act.

SPECIAL REQUIREMENTS

- Highly motivated self-starter with resilience and determination and the ability to see jobs through to completion
- Must be able to attend evening and weekend meetings / events when required and travel between sites
- Evidence of a personal commitment to continuing professional development and maintaining an up-to-date professional knowledge sufficient to be a credible and effective source of advice.

CERTIFICATION

Employee's Signature:

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Date.....

I certify that I have read and understand the responsibilities assigned to this position.

Manager's Signature :

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Date.....

I certify that this job description is an accurate description of the responsibilities assigned to the position.

The above statements are intended to describe the general nature and level of work being performed by the Group F&B Manager of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position and do not form part of the contract of employment.

DATE OF LAST REVIEW: February 2018

PREPARED BY: Regional Manager, Bromley & London