

Café Manager



Applying for this post

To apply for this post please complete the online application process on our website:
<https://www.birmingham-rep.co.uk/get-involved/careers-and-vacancies.html>

Data from your diversity monitoring form will not be shared with the recruitment panel.

*we accept other forms of submission including video and audio recordings.

If you would like to request any adjustments to enable you to apply for this post or to fully participate in an interview, please contact RepTalent@birmingham-rep.co.uk

The deadline for receipt of **applications** is **29th November 2021**

Interviews will be held on **9th December 2021**.

Guidance

Please read the job description carefully before starting your application to ensure that you meet all of the essential criteria and are able to provide evidence in your application to support these areas. Only relevant information will be considered when shortlisting candidates.

In line with GDPR, your application will be retained securely for 6 months before being destroyed if you are unsuccessful.

Vacancies will generally close by the deadline, however, we reserve the right to close the vacancy early if we receive a high volume of suitable applicants. We therefore advise candidates to submit their applications as soon as possible if they wish to be considered for the role. Any applications made after the deadline will not be considered.

Role Summary

The REP is an ambitious and exciting theatre which is now growing and re-building following the impact of COVID 19. There is much to celebrate and be excited about at The REP including our 50th anniversary as well as Birmingham's Commonwealth Games Cultural Festival in 2022, the Birmingham City re-generation, a redevelopment of our front of house areas including brand new bar and restaurant.

Birmingham Rep Enterprises Limited (BREL) are a trading subsidiary of The REP and provides all the catering and bar services to the theatre. You will form part of a brand new dynamic team within BREL, joining us as we re-open the theatre and launch our brand new bar and cafe. The new operation will service not only theatre audiences but day time visitors, night time economy, business users, tourists, families, local residents and many more besides; it has the potential to become Birmingham's newest destination bar in the heart of the vibrant Centenary Square/Brindley Place quarter.

This new role will have responsibility for ensuring all our customers have a first class visitor experience that not only reflects the mission and values of the theatre but helps to establish a distinctive profile for the catering as an independent destination. You will help increase profitability, boost customer engagement and turn our cafe into a favourite local spot. The role will be vital to the smooth running of the front of house hospitality and it will be crucial that you are a superb communicator. You must be able manage work quickly and manage several tasks at one time, all whilst remaining professional, calm and welcoming.

Main duties and responsibilities

Customer Service and guest welcome

You will have overall responsibility for the smooth and professional running of the cafe area and team. You will lead by example to instil and embed the REP's values and hold others to account in ensuring an excellent experience for all

- Be a passionate advocate of providing excellent customer experience every time
- Be customer focused, welcoming, engaging and diligent when dealing with all customers
- Maintain a working knowledge of the café services, such as the drinks and food menus and additional services planning ahead for any changes
- Be pro-active in cafe sales to ensure maximum profitability
- Collaborate with other staff to ensure consistency of exceptional customer service
- Collaborate with the Catering team to ensure professional and seamless service is provided at all times, always ensuring you understand the catering provision and offer

- Ensure tables are cleared in a prompt, calm and friendly fashion, always being aware of hygiene standards
- Ensure drinks are served in good time and be aware and prepared for peak service times
- Assist with internal and external events, covering other teams and roles as required
- Deal professionally with complaints and report any incidents in accordance with procedure
- Adapt your style and manner to the customer needs and personalities
- Act as a face for BREL and The REP, being polite and courteous at all times, leaving a positive and lasting impression on all our visitors
- Contribute ideas and suggestions for continuous improvement to process and service

Team management

- Manage, supervise and train your team members including managing performance and inducting and on-boarding new staff
- Monitor quality and service standards for staff, actively addressing any behaviour or performance issues within the team
- Manage and plan resourcing to ensure adequate cover
- Proactively support the Catering Director in managing labour costs within the operation to agreed margins

Finance and Stock

- Manage and maintain a good standard of cash handling and correctly operate the Café bar's cash register and EPOS systems within the team
- Adhere to stock control and financial procedural practices
- Monitor and order stock dealing with vendors and suppliers as needed
- Oversee and complete accurate cash-up procedures, supervising others as required
- Proactively support the Catering Director in managing cost of sales within the operation to agreed margins

Maintenance

- Ensure that a good standard of cleanliness and hygiene is maintained throughout the café bar area, raising promptly any issues or concerns
- Ensure any maintenance issues are reported to the Catering Director

General Responsibilities

- Manage the day to day operations of the café bar and its team
- Adhere to and implement the guidelines, procedures and policies of the company as detailed in the staff policies (available from the staff intranet)

- Nurture friendly relationships with customers to increase loyalty and boost our reputation
- Onboard new team members
- Delegate duties and tasks to the team to meet objectives and maximise resources
- Monitor quality and service standards for the team
- Play a role in the life of the company and work across departments to develop a positive and engaged organisational culture including playing active and positive roles in staff forums/committee's.
- Be aware of, and comply with, rules and legislation pertaining to Health & Safety at work and abide by the procedures set out in the Health & Safety Policy.
- Be aware of, and comply with, rules and legislation pertaining to data security, and GDPR, at work and abide by the procedures set out in the Data Protection Policy.
- All staff are expected to demonstrate an understanding of, and adherence to, our safeguarding policy, including a duty to report any issues of concern. Any other duties

The duties and responsibilities set out should not be regarded as exclusive or exhaustive. The post-holder may be required to undertake other reasonably determined duties and responsibilities within the organisation which are appropriate with the level of the role without changing the general character of the post.

The post-holder may also be called upon to carry out duties that would not normally be associated with the post on a temporary basis where there is a strong organisational requirement for that to happen. The post-holder would be given appropriate training and equipment to carry out any duties of this kind.

Key relationships

This role forms part of the Catering team managed by the Catering Director

This structure may change from time to time based on business need, but reflects the broad areas of responsibility.

Internal

- Members of the Senior Management team
- Heads of Department across the organisation
- Staff groups, forums and trade unions as required
- Unique Venues Birmingham

External

- Users of the theatre and the public

Person specification

You must have

If you do not demonstrate that you meet all these criteria you may not be shortlisted.

- Numeracy Skills and ability to confidently handle cash and card payments
- Ability to work effectively under pressure and remain calm at all times
- Good communication skills and warm, friendly style
- Professional appearance and behaviours
- Flexibility to work varied shifts, including weekday daytimes, weekends and evenings on a consistent reliable basis
- High levels of honesty and integrity

It'd be great if you had

If we need to choose between candidates who meet the essential criteria, we may take these factors into account.

- Experience of working on a busy bar
- A knowledge of the local area
- Interest in performing arts / theatre

Terms & Conditions

Period of work

This is a permanent contract, subject to successful completion of a probationary period of three months.

Pay

£23,322 - £30,176 depending on skills and experience

Hours

39 hours per week. This role will include evening and weekend work.

Holidays

20 days per year plus public holidays, increasing to 25 days with service. The holiday year runs from 1 September to 31 August each year.

Notice period

The notice period will be 1 month

Location of work

Your main place of work will be The REP in Birmingham, but you may be required to work permanently or temporarily at other locations locally

You may be asked to work temporarily in other locations in the UK. Your role may involve some international travel.

Other benefits

- Contributory staff pension, 5% employee and 3% employer

Non-contractual benefits

- Free-to-use employee assistance service
- Staff ticket discount and free tickets
- Staff discount in The REP food and drink outlets (when available)

There's no such thing as perfection...

At the REP we don't expect or look for the 'perfect candidate', instead we look for people who can positively contribute to our team. In return you will be given support, encouragement and all the right conditions to grow, succeed and be your best. We are committed to creating an inclusive workplace where difference is a strength and every unique voice and skill is recognised and valued.

For us, recruitment is more than a match against a job description, it's about feeling excited to come to work every day and being proud of who you work with and for. We believe The REP is for everyone, so however you identify, whatever your background, if you feel excited about this role then we urge you to please apply.

It's important to us that The REP reflects the communities we serve and therefore we particularly welcome applicants from the global majority and D/deaf & disabled communities as these groups are not as well represented as we want them to be. We want our REP to be culturally informed and accessible to all, so we encourage you to celebrate and share your own cultural experience and knowledge of our city proudly in your application.

Diversity monitoring

Our ultimate aim is to have diversity of all kinds in every layer of the organisation and to help us keep track of our success we kindly ask you to complete an Equality and Diversity form alongside your application. Participation is voluntary but appreciated and your responses will be anonymous and not shared with the recruiting managers.

Flexible working

We know flexibility is everything and we foster a working environment which is focused on outcomes. For this role you will be required to work specific hours and be present in the building to help with the running of performances.

Safeguarding

The REP is committed to safeguarding, and operates an environment where all staff are expected to report any concerns about vulnerable people, or about the behaviour or practice of colleagues and other people they come into contact with.

Offers

Any job offer we make is subject to:

- Receipt of 2 satisfactory references
- Proof of eligibility to work in the UK
- Role appropriate background checks