

JOB DESCRIPTION

Post: Senior Events Supervisor

Department: Tate Eats, Tate Entertaining

Reporting to: Operation Manager

Responsible for: Supervisors, Events Assistants and Porters

The Company: *Tate Eats is a wholly owned subsidiary of Tate. Our activities vary from providing a restorative cup of tea to a weary visitor, right the way through to catering for special events being held by Tate's corporate sponsors.*

Our aim is to be the market-leading caterer within the arts and to consistently provide outstanding food, drink and service at the four Tate sites and the other sites within our business.



Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Symbol.

Purpose of the Job: Assists with the supervision of events assistants and operational aspects of Events. Ensures that the delivery of all Tate Entertaining food and beverage is in line with Tate Eats standards, exceeding customer expectations.

Main Duties and responsibilities:

- Ensure events run smoothly, occasionally running events in the absence of a manager
- Deal with operational issues effectively and professionally as they occur and report all incidents back to the Operations Assistant Managers.
- *Oversee the supervisors and Events Assistants to ensure they are delivering an exceptionally high standard of service at all times.*
- Ensure that customers are greeted with a courteous service and that staff strive to exceed customers' expectations
- *Ensure all FOH staff and operations are compliant to Tate's standards of Health & Safety, food hygiene and fire safety.*
- Prepare briefing sheets, staffing and service plans and other related documents when required



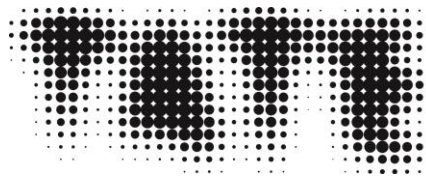
- Monitor the consumption of beverages and complete the consumption sheet.
- *Ensure that all equipment and events spaces (e.g. cage and kitchen) are maintained and kept clean. Sort and return all equipment and goods to the appropriate areas after an event.*
- *Make sure all areas are checked at the end of the event and that the loading bays are clean and all rubbish is disposed of correctly. Ensure that this is recorded correctly using the closing procedures.*
- *Ensure linen areas are kept tidy and the laundry is done properly at the end of an event, with clean aprons folded and put back.*
- *Maintain milk, stock levels of biscuits, coffee and tea and disposables by doing weekly stock takes. Then ordering this on a weekly collection for the following week via stock link.*
- *Participate in the monthly/ weekly stock take and resolve problems as required.*
- *Contribute the safe handling, storage and cleaning of all equipment both hired and Tate owned including canape plates, beer and wine dispensers*
- Communicate well and with authority. Give good direction to staff in a clear and precise manner.
- Possess a positive and professional attitude towards the job. Work with the whole Tate Eats team to ensure its continued success and growth.
- Champion staff development and enhance business potential
- Delegate effectively to all staff members and agency staff to ensure all jobs are completed the highest standard.
- Motivate and inspire all team members by providing feedback
- Deliver job-specific training to staff inline with Tate Entertaining's standards
- Enforce Tate Eats standards and disciplinary procedures.
- Meet deadlines set by managers and work well under pressure
- Oversee cash bar events and ensure all cash handling procedures are upheld
- Prioritise work load to ensure events with short lead times run smoothly
- Ensure new starters complete induction training e.g. service standards and legal training requirements
- *Communicate with chefs, Manager, event planner and client in a professional manner*
- Prepare and deliver event briefings when required
- Perform any task pertinent to the operations as directed by the Manager and as required by the operational demands of the business

The New EU regulations on Food Allergens means that Tate Eats has a legal responsibility to provide the correct allergen information within the ingredients that is in the food we make for Tate customers. You are required by law to be aware of all the daily allergen information, given to your Manager by the Senior Head Chef and Supervising Chef and communicate this to customers, upon request.



The Disability Confident Scheme

Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Symbol.



Tate is proud of its commitment to diversity and inclusion which is set out in our Tate for All strategy. This strategy aims to improve diversity and inclusion at Tate through a process of organisational change and to make diversity and inclusion part of everything we do. Tate therefore expects all of its employees to actively contribute to promote diversity and inclusion as part of their role

Person Specification

Experience and skills

Essential:

- Previous experience working in a similar background
- Passionate about delivering events efficiently
- Proven ability to work independently and on own initiative
- Ability to think strategically and to anticipate problems leading up to and during an event
- A positive role model and team member conveying a professional attitude and appearance at all times.
- Previous proven experience of effective delegation and leading a team
- Ability to multi-task and prioritise a complex workload and maintain a high degree of focus whilst working under pressure.
- Exceptional customer service skills, demonstrating a professional attitude and appearance at all times
- Fluency in spoken and written English
- Excellent communication skills, demonstrating the ability to communicate effectively and positively with all colleagues and with a diverse customer base
- Ability to network effectively and build on relations with other departments
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Demonstrates a flexible, pro-active approach and willingness to operate wherever help is needed
- Availability to work on a rotational basis, including weekends and some evenings
- Ability to spend the shift on your feet
- Prompt timekeeping and good time management
- An interest in the aims, services and products of Tate Eats

Desirable:

- Awareness of the requirements of Food Allergen Regulations
- Previous employment in catering ideally within a museum or art gallery to a 5 star standard
- Experience of outdoor events



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- Previous experience in cash handling
- Proven supervisory experience within an event company or similar
- Seeking a career or further development in events or catering industry
- Full UK Driving licence

Key Competencies:

- Pitches in and helps colleagues where it's needed.
- Plans and prepares effectively to ensure delivery of the desired result
- Shows resilience and maintains composure under pressure
- Participates positively and fully in the team
- Recognises the importance of tailoring their communication style to get better results
- Supports Tate's Diversity and Inclusion policy in all of their activities
- Develops better and more efficient ways of doing things
- Creates a culture and environment that encourages innovation, creativity and positive approach to change
- Learns from others



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