

JOB DESCRIPTION

Post: Hospitality Manager

Department: Tate Eats

Salary: £45,000 per annum

Reporting to: Head of Hospitality

Responsible for: Events Assistants and Supervisors

The Company: *Tate Eats is unique in the cultural world, a hospitality business whose purpose supports the vision and reach of Tate in all four of its galleries. All our profits are returned to Tate championing the right to the richness of art for everyone.*

Our business is multi-faceted, we run restaurants, cafés and bars while delivering a vast range of events from film premieres to boardroom lunches. We are though much more than that, we have a pioneering roastery setting the agenda on gender equality in the coffee supply chain. We brew beer, we blend gin, we create teas, we have a multi award-winning wine programme, we visit farms, we research and write menus in response to Tate's diverse programme, and we collaborate with artists and curators.

The Department: *Tate Events is an end-to-end events business from venue hire through to production, food and beverage, while also managing Tate's Corporate Membership scheme. It works with a wide variety of clients from internal Tate ones to external customers who are Tate's corporate partners and members, external businesses and private individuals.*



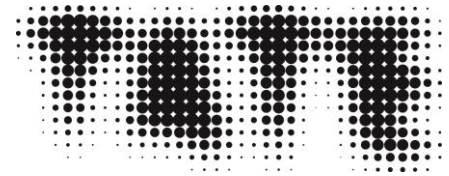
The Disability Confident Scheme

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 Scheme Symbol.

About the role: Responsible for all operational logistics surrounding the execution of catered events across Tate Eats. From working with the sales team to creating a proposition that is profitable, achievable and sellable.

Main Duties and responsibilities:

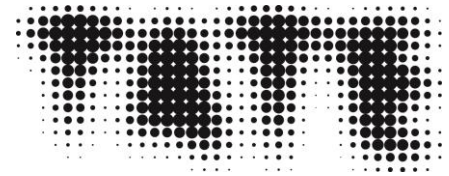
- Organise all aspects of the catering operation, for example, equipment hire, staffing, staffing agencies, back of house technicians, uniforms.



- Work with Event Managers and Sales to discuss all details of the event and subsequently work together to execute the event.
- Carry out end to end administration for all events as required.
- Be present at events to be the overall lead managing the catering offering.
- Manage and attend tastings as required.
- Review all events to continually improve ways of working.
- Ensure that each event achieves its required profit margins.
- Be responsible for managing catering staff at events, managing performance and appearance.
- Together with the Head of Hospitality assist with the recruitment of catering staff, in line with Tate's Recruitment procedures.
- Assist with the management and development of staff, including induction, conducting regular appraisals, setting objectives, planning and conducting training for all staff, following and enforcing Tate Eats' policies and procedures.
- Continually monitor staff standards and training needs, with regular 1-2-1 meetings.
- Compile staff rotas for events and ensure hours are accurately recorded for weekly payroll.
- Liaise with staffing agencies ensuring high standards of agency staff are maintained, whilst achieving good value within budgets.
- Ensure communication with chefs and other departments is accurate.
- Chair operational team meetings as required.
- Check and sign off invoices and credit notes as required.
- Ensure stocktake is completed.
- Ensure that all events managed reach profit, flag issues ahead of them accruing.
- Ensure that we are constantly at the forefront of London Event Catering by keeping abreast of current trends in style of food and drink, décor and standards.
- Perform any task pertinent to the operations as required by the operational demands of the business.
- Manage all aspects of event day staffing such as welfare, taxis, and staff meals.

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.

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.



Experience, skills and competencies:

- Proven comprehensive experience managing catering for large-scale, income-generating events, preferably in buildings to which the public have access.
- Experience in managing and working with a wide range of external and internal suppliers.
- Experience in delivering operational labour per budget.
- A good working understanding of culinary terms and cooking methods.
- People management experience, with exposure to recruitment, training and performance assessment.
- An understanding of all the services styles used to manage catering at events.
- Ability to think strategically and to anticipate problems leading up to and during an event.
- Passionate about food, beverage and events.
- Excellent time management skills, ability to multi-task and prioritise a complex workload, and maintain a high degree of focus whilst working under pressure.
- A positive role model and team member conveying a professional attitude and appearance at all times.
- Excellent organisational and project management skills, with the ability to juggle a wide range of competing demands and deliver to deadlines.
- Experience in liaison with clients both private and corporate, managing their expectations.
- Ability to work flexibly and successfully across teams and hierarchies and build relationships at all levels including excellent interpersonal skills and evidence of ability to influence decision-making.
- Excellent customer service skills, demonstrating actively listening, problem-solving and adaptability.
- Excellent communication skills, demonstrating the ability to communicate effectively and positively with all colleagues and with a diverse customer base.
- Demonstrate ability to adopt new working practices, creating solutions to improve systems and procedures.
- Computer literacy – ability to use Microsoft Word, Excel, and Outlook, with an understanding of databases and their usage.
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Has an interest in the aims, services and products of Tate Eats and is passionate about their own contribution to Tate.