

Job Description



Job Title	Food & Beverage Manager
Reporting to	Deputy Head of Catering, Assistant Catering Managers
Location	West Bromwich Albion Football Club Stadium or West Bromwich Albion Football Club Training Ground
Main Purpose	To ensure the efficient delivery of food and beverage service within designated suite ensuring company Standards of Performance and policies are adhered to at all times whilst exceeding customer expectations.
Working Hours	Casual contract – Attendance at all home match days and other club events as required. This may include evenings, weekends and bank holidays as required and in line with business needs

DUTIES & RESPONSIBILITIES

Your main responsibilities for this role include, but are not limited to the following:

- To deliver a first class customer hospitality experience in line with company Standard of Performance Manuals resulting in customer expectations being exceeded
- To work in assigned suite/area within West Bromwich Albion Football Club
- To ensure all pre-function checks are carried out ensuring you have a full understanding of the event and all necessary equipment is on hand to ensure a smooth service for both food and beverage
- To work alongside and liaise with the Lead Chef and the kitchen brigade
- To hold a pre-function brief with the Lead chef and F/B Supervisory Team.
- To hold a pre-function brief with the food service team
- To ensure a pre-function brief with the bar team is carried out
- Promote a strong team/work ethic
- To train staff in line with Standards of Performance Manual
- To attend when requested; training deemed necessary by the club
- To hold a pre-function brief with the security team and work closely with them on the event, ensuring staff and customer safety is at the forefront at all times
- To carry out duties within time scales required
- To carry out duties deemed reasonable by Senior management
- To be punctual and in correct uniform
- Immaculate appearance
- Have a keen interest in food and beverage
- Operate in a clean and tidy manner
- To communicate new ideas to the management team
- Strong minded with the ability to deal with situations and respond to them effectively
- Exceptional attention to detail and be able to adapt to various working environments

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- Ensure customers expectations are surpassed through interaction, anticipating their needs and handling potential issues efficiently
 - To be introduce or be introduced to the Client for the event
 - To allocate or work with the supervisory team in the allocation of staff work stations
 - To ensure service is in line with WBAFC Standards of Performance
 - To carry out a post event "breakdown" of kitchens and suites in line with company standards
 - To set-up/turn rooms for the next shift/day in line with the function sheet and company standards
 - To be responsible for the use of catering equipment
 - To be responsible for handling money as and required
 - To ensure the security of stock and cash at all times
 - Responsible for the supervision of employees under your control
 - Carry out duties placed on employees by the Health and Safety at Work Act 1974, the Licensing Law Act 2003 and the Food Safety Act 1990
 - Conversant in department Food & Beverage standards of performance manuals, terminal procedures and staff handbook
 - To be competent in cellar duties. To include the changing of barreled products, gas and post mix
 - Ensure all bar equipment is switched off in line with company policy and bar security is checked.
 - To contribute positively to the Clubs vision and culture
 - To promote and adhere to the Equality, Diversity and Inclusion Policy and to work consistently to embed ED&I into everything.
 - To ensure the working environment is free from harassment and discrimination and any other form of unacceptable behaviour.
 - To fully participate in one-to-ones and departmental reviews and meetings.
 - To fully participate in annual and mid-term appraisals.
 - To understand the Club's Safeguarding policy, procedures and best practice guidelines and use these to ensure appropriate and safe working practices applicable to the role.
 - To promote and assist with Safeguarding.
 - To carry out CPD and keep up to date with any training and updates relevant to the role.
 - To ensure the health & safety within the Club for self and others is adhered to at all times.
 - To carry out all responsibilities with due regard to the Club values and all policies and procedures, in particular Health & Safety, Equality and Diversity and Safeguarding.
 - To undertake all required training, including mandatory Club Equality and Diversity, Safeguarding and Health and Safety training.

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned to the employee from time to time; or the scope of the job may change as necessitated by business demands.

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PERSON SPECIFICATION

Essential Criteria

- Management practice
- Able to work in a team or on own initiative and liaise with people at all levels
- Be of smart appearance and professional manner
- Highly organised and methodical approach to workload
- Confidential and diplomatic
- Excellent communication skills both written and verbally
- Right to Work in the UK

Equality and Diversity

West Bromwich Albion FC is an equal opportunities employer and is committed to provide equality and fairness for all employees and opposes all forms of unlawful and unfair discrimination and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity.

West Bromwich Albion Football Club also welcomes applications from suitably qualified members of the armed forces family.

Applications will only be accepted when received through our online vacancy platform iRecruit:

<https://irecruit.efl.com/vacancies>

Safer Recruitment

West Bromwich Albion is committed to safeguarding and promoting the welfare of children, young people and adults at risk, therefore expects all staff and volunteers to share this commitment.

WBA's Safeguarding, Equality and Whistleblowing policies can be accessed here

<https://www.wba.co.uk/club/about-us/club-policies>

It is unlawful for the Club to employ anyone who is involved with regulated activity who is barred from doing so and we will carry out rigorous pre-employment checks and screening.

A DBS, References, Qualifications, Proof of Identity and Right Work in the UK checks will be required and carried out for this post.

Signed	Name	Date

