JOB DESCRIPTION

Post: Assistant Manager, Retail and Cafés, Tate Modern & Tate Britain

Department: Tate Eats

Reporting to: General Manager

Responsible for: Front of House staff

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.*

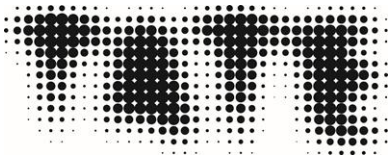
Our business is multi-faceted, we run restaurants, cafés and bars while delivering a vast range of events from film premieres to boardroom lunches. We are though much more than that, we have a pioneering roastery setting the agenda on gender equality in the coffee supply chain. We brew beer, we blend 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 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.

Purpose of the role: Oversee the daily operation of the Retail, Cafés, and Members Rooms. Deliver budgeted KPI's, take ownership of the customer journey. Through leadership, training and attention to detail to create an impeccable customer experience.

Main Duties and responsibilities:

- Manage the delivery of service daily, by taking operational responsibility of food & beverage.
- Oversee the opening and closing procedures.
- Deliver and enforce all hygiene, health & safety procedures
- Coach individuals and teams to deliver exceptional customer service
- Respond promptly to customer feedback and complaints, both, verbally or written
- Oversee all department training, orientation and induction of new team members



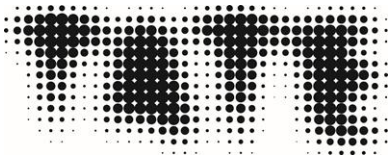
- Delegate tasks to employees, leading and motivating
- Ensure that company guidelines are followed, setting up and organizing schedules.
- Advocate and support senior management team directives.
- Decipher financial reports and respond to poor financial performance
- Plan recruitment and selection of the team.
- Review sales and communicate outcomes and trends to teams.
- Proactively seek opportunities to increase revenue, by increasing conversion rate and increasing customer spend per head (KPI)
- Oversee departmental overheads including ordering and stocktaking (KPI)
- Ensure that stocktaking procedures and month end accounts are checked and delivered accurately at each accounting period
- Focus on labour cost control on a daily, weekly and monthly basis, by delivering staff rotas in collaboration with General Manager that are within budgeted forecast and with revenue generation (KPI)
- Manage attention to detail and consistently drive high standards
- Objectively manage team performance ensuring open and fair treatment. Identify and deal with poor performance swiftly
- Ensure that there is a constant flow of communication within the team/s, (BOH & FOH) by scheduling and planning appropriate levels of meetings and briefings.
- Establish meaningful rapport and relationships with colleagues in Tate Eats and Tate in order to become a positive influencer
- Work as required by the operational demands of the business

The New EU regulations on Food Allergens means that Tate Catering 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, provided by the Senior Head Chef and Supervising Chef and make this available to your teams to communicate this to customers, upon request.

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

Experience, Skills and Competencies
Essential:

- Experience of contributing to the day-to-day operational management of Cafes.
- Experience of leading teams to deliver high levels of customer service
- Experience of managing performance, delivering training and developing team members
- Excellent communication skills, demonstrating the ability to communicate effectively and positively with all colleagues and with a diverse customer base



- Experience of creating a working environment that encourages equality, diversity and inclusion and the ability to create an inclusive, respectful culture within a team
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Exceptional customer service skills, demonstrating a professional attitude and appearance at all times
- Proven track record of building customer and client relationships
- Demonstrates good time management, planning and organisational skills
- Emotionally intelligent, understands the perspectives of others
- Fully competent in all Microsoft Office applications
- Able to decipher and organise financial reports e.g. budgets, Profit and Loss accounts, and able to explain these to others
- Passionate about Food and Beverage
- Ability to multi-task and maintain a high degree of accuracy and attention to detail whilst working under pressure
- Demonstrate sound lateral thinking
- Always retains a positive approach and suggests alternative possibilities
- Ability to think strategically and creatively
- Demonstrates a flexible, pro-active approach and willingness to work when and as required by the operational demands of the business

Desirable:

- Experience of food and beverage operations in visitor attractions or cultural organisations
- Experience in working with membership programs and private members' facilities
- Previous financial responsibility i.e. managing allocated budgets and accountability for financial performance
- Awareness of the requirements of Food Allergen Regulations