

JOB DESCRIPTION

Job title: General Manager, Restaurant & Bar
Department: Tate Eats – Tate Modern
Reporting to: Commercial Director, Tate Eats
Responsible for: Assistant Manager, Supervisors, and Restaurant Team

Who we are:

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.

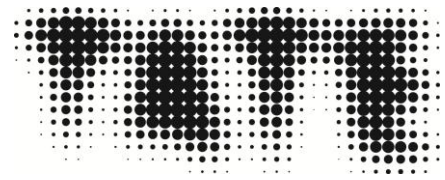
The Department: *Now entering its 25th year, the Restaurant at Tate Modern is at a pivotal moment, ready for fresh leadership to guide its next phase. With a strong foundation in place, including a talented head chef, a supper club series, and plans for refurbishment, there's real potential to enhance and evolve the offering. The views across the London skyline, the Thames, and St. Paul's Cathedral provide a stunning backdrop, complemented by a well-curated wine cellar, craft beer selection, and creative cocktails.*



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.

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



About the role:

This role requires someone who can balance commercial awareness with a passion for hospitality, someone who enjoys problem-solving, motivating teams, and developing an experience-led business. Like any hospitality business, there are areas that require attention and fresh thinking:

- Growing the business - gallery footfall fluctuates, and we need to explore ways to attract and retain a wider customer base.
- Managing costs - as prices for labour, food, and beverage rise, strong financial oversight is key to maintaining profitability.
- Team development - the team would benefit from consistent leadership, support, and investment in training to ensure they deliver the best possible experience.
- Reasserting hospitality as the core focus - ensuring that service and customer experience are at the heart of every decision.

This is an opportunity to lead a hospitality team within a world-renowned cultural institution, where food, drink, and service enhance the visitor experience. We're looking for an experienced leader who understands the balance between operational efficiency and guest engagement, with a strong grasp of financial performance and business development. You'll be overseeing a business that combines exceptional food and drink with creative programming, ensuring Tate Eats continues to deliver high-quality experiences for a diverse audience.

Main duties and responsibilities:

Operational Leadership

- Oversee day-to-day operations of Tate Modern's Restaurant and bar, ensuring smooth, profitable service.
- Work towards key financial targets, including labour spend, gross & net profit margins, and revenue growth.
- Identify opportunities to increase revenue and adapt to changes in customer demand.
- Maintain Tate Eats' reputation for quality, ensuring a seamless guest experience from arrival to departure.

Enhancing Customer Experience

- Ensure hospitality is front and centre, setting the tone for excellent service.
- Collaborate with the culinary team to ensure menus remain engaging, seasonal, and aligned with Tate's creative spirit.
- Regularly review customer feedback and adjust service strategies accordingly.

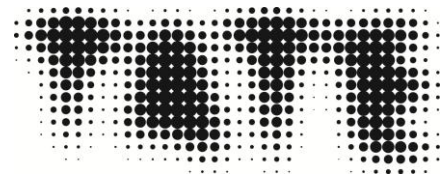
Team Leadership & Development

- Recruit, train, and nurture a strong FOH team, fostering a positive and professional working environment.



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- Encourage growth and development, ensuring staff feel supported and engaged.
- Ensure clear communication across all teams, keeping Tate Eats leadership informed.

Financial & Compliance Management

- Oversee financial processes, stock control, and operational budgets.
- Ensure health, safety, and compliance standards are met in collaboration with the Health & Safety Advisor.
- Maintain rigorous cash handling and inventory control procedures.

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 Executive Chef and Group Senior Head Chef and communicate this to customers, upon request.

Who you are:

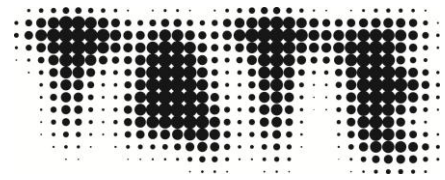
Essential:

- Proven leader with experience of restaurants and bars, ideally in a high-profile, high-turnover (£3m+) operation.
- Expertise in director-level dining, relationship management, and executing private dining and restaurant events.
- Successful leadership of teams of 20+ individuals, fostering a high-performance culture.
- Strong commercial awareness—comfortable working with monthly management accounts, flash reports, P&L KPIs, and business development strategies.
- Deep technical understanding of proposition engineering—menus, drinks lists, and pricing mechanics that drive revenue and enhance customer experience.
- Evidence of developing individuals and teams, creating a culture of growth and excellence.
- Proven experience of developing meaningful relationships with wine merchants, wine makers, brewers, distillers, mixologists and blenders.
- Ability to stay calm under pressure and solve problems on the go.
- Excellent leadership skills, with the ability to inspire and engage a team.
- Excellent communication skills, demonstrating the ability to communicate effectively and positively with all colleagues and with a diverse customer base
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect
- A positive role model and team member, conveying a professional attitude and appearance at all times.
- Ability to multi-task, manage time effectively and maintain a high degree of accuracy whilst working under pressure



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- Demonstrate a flexible, pro-active approach and willingness to work when and as required by the operational demands of the business
- Has an interest in the aims, services and products of Tate Eats and is passionate about their own contribution to Tate

Desirable:

- Experience in cultural or visitor attraction catering.
- Knowledge of Fourth or similar hospitality management systems.
- Food Safety Level 3 certificate or above.

Why join us?

We know that great people make a great business, so here's what we offer in return:

Work-Life Balance & Benefits:

- Generous holiday entitlement – starting at 22 days plus bank holidays, increasing to 27 days with length of service.
- Tate Day – a paid day off on Christmas Eve in addition to annual leave entitlement
- Free staff meals when working shifts over 6 hours.
- Cycle-to-work scheme – save money and spread the cost of a new bike.
- Quarterly performance awards – recognising outstanding contributions.

Financial Benefits:

- Management bonus scheme – a potential bonus of 10% of your basic pay, per annum based on business performance.
- Your Benefits – Access to a huge range of discounts at shops and websites through the online platform and on the Smart Spending App.
- SmartTech & SmartFit schemes – get the latest tech or discounted gym memberships through Your Benefits and spread payments through your salary.
- Medicash health plan – covering optical, dental, physiotherapy, and more.
- Tate discounts – discounts in all retail outlets, online shop and catering outlets.
- Recruitment reward scheme – a reward payment for successfully introducing a new employee to the organisation.

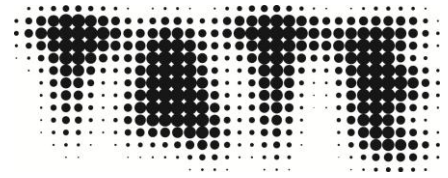
Wellbeing & Development:

- Blended working policy – a flexible approach to onsite and remote working.
- Additional leave purchase scheme - Purchase up to an additional 2 weeks' annual leave and split the cost over the year.
- Mental health support – EAP helpline providing access to 24-hour counselling, support and guidance over the phone and access to trained Mental Health First Aiders.
- Company-funded qualifications – from WSET Wine & Beer to SCA Coffee and range of management courses.



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- Supplier & producer trips – learn more about the food and drink we serve from the people who make it.

Culture & Access:

- Free entry to Tate exhibitions – for you and up to 5 guests or complementary tickets for up to 6 friends and/or family members.
- Exclusive industry perks – through CODE Membership, NMDC access to national museums with your Tate pass and access to ICOM cards enabling free access to international museums and galleries.
- Tate Boat access – free travel between London sites during office hours.

At Tate Eats, we don't just offer jobs - we offer careers in a world where art, culture, and hospitality meet.



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