

JOB DESCRIPTION

Job title: Operations Manager
Department: Tate Eats – London (Tate Modern and Tate Britain)
Reporting to: Director of Tate Eats

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.

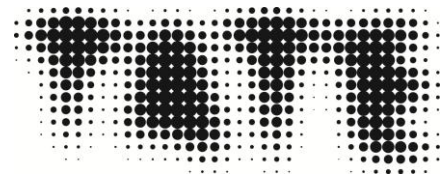
The Department: *London sites include Tate Modern and Tate Britain. At Tate Modern, we have the Level 6 Restaurant, 2 Members' Rooms, two Espresso Bars, the Corner Café and Bar, and, seasonally, the Kiosk on the North Landscape. Tate Britain has a café and a members' space. All of our spaces serve dishes, rooted in seasonal ingredients with the kitchen and food being led by our Executive Chef of Restaurants and Retail. This food is supported by a well-curated wine cellar, craft beer selection, creative cocktails and coffee made from beans roasted by us.*



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 its employees to actively contribute to promote diversity and inclusion as part of their role



About the role:

This role combines strong commercial awareness with great hospitality. It needs a natural problem solver, someone who wants to look at processes, improve them and then train them out to multiple teams. You will need strong line management experience and enthusiasm in maintaining a customer focused experience through training and leading by example. Operating within in world-renowned cultural institutions means we have an exciting programme of events and collaborations, which makes Tate Eats a truly exciting and unique place to work.

Main duties and responsibilities:

Operations

- Oversee outlets and cover the General Managers when they are on annual leave or away from the business.
- Run training for front of house teams, setting company standards and expectations.
- Support opportunities to increase revenue, adapting service plans to make changes in customer demand.
- Maintain Tate Eats' reputation for quality, ensuring a seamless guest experience from arrival to departure. Ensure hospitality is front and centre, setting the tone for excellent service.
- Collaborate with the kitchen team, engaging with feedback from customers and supporting with information about current trends and the exhibition programme.
- Support with the management of events, collaborate on creating menus and appropriate service models for them. Working with third parties to tailor the service that is required to match their menus.
- Develop and maintain relationships across key teams within Tate Gallery.

People Management

- Working with the General Managers of specific outlets to recruit, induct and train the FOH team ensuring they understand their duties, work efficiently and records are kept up to date.
- Provide mentorship to junior members of the team, supporting them in learning to create engaging customer service, whilst being efficient and supporting profits.

Project Management

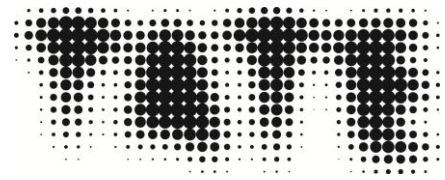
- Work with the Director of Tate Eats on projects to improve systems and performance.
- Initial projects include but are not limited to, standardised front of house induction, reviewing H&S systems and updating, reviewing menu changes and process for roll out, reviewing staffing system and rota creation.

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,



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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.
- Relationship management with suppliers and collaborators.
- 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.
- Sound knowledge of Microsoft Office including Word, Excel and Outlook, and catering management systems, such as Adaco or Kitchen Cut.
- Strong technical understanding of how food and drink propositions work, menus, drinks lists, and pricing that drive revenue, while enhancing customer experience.
- A track record of developing people and teams, helping create a culture where individuals can grow and do their best work, while working to Eats standards.
- Ability to stay calm under pressure and solve problems as they arise.
- Experience of project work, taking a brief and running with a project to see it through from inception to roll out.
- Excellent communication skills, demonstrating the ability to communicate effectively and positively with colleagues, stakeholders, and 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, always conveying a professional attitude and appearance.
- A flexible and pro-active approach 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.
- Food Safety Level 3 certificate or above.



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