

JOB DESCRIPTION

Role: Catering Operations Assistant

Department: Tate Events / Tate Eats

Reporting to: Assistant Head of Event Logistics

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

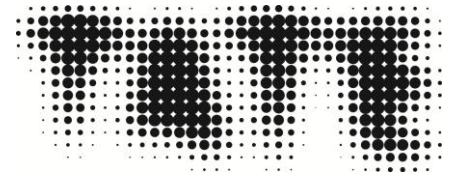
Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Scheme Symbol.

Purpose of the Role: This varied operational role ensures the effective coordination and management of catering equipment and beverage stock. Responsibilities include processing equipment and beverages, maintaining kit, overseeing health and safety compliance across the stores, and supporting event load in and outs.

Main Duties and Responsibilities:

Equipment

- Pick and pack all Tate equipment for events and forward plan to ensure equipment and products are in the right areas
- Move furniture equipment safely around the sites, following manual handling procedures
- Check back all Tate equipment post event ensuring it is accurately recounted, washed and restocked back into Stores, taking care to reduce breakages and losses as much as possible
- Maintain equipment cleanliness and functionality; oversee safe storage and monthly stocktakes and equipment checks
- Manage stock levels of disposables and cleaning products via Adaco
- Check all hired equipment/linen deliveries on arrival and ensure the safe return to hire companies. Submit reports for any discrepancies or damaged equipment. Investigate shortages and damages post-event
- Oversee the loading in and loading out of catering suppliers for events as advised by Assistant Head of Event Logistics, working alongside gallery departments



- Manage the internal laundry process, liaising with our external supplier to ensure linen is turned around in a timely manner

Stores

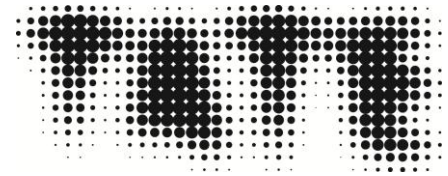
- Oversee the beverage cellar including completing consumption at end of each event, processing accurate returns on Adaco within a timely manner and undertaking monthly stocktakes
- Oversee the delivery of requisitions to the correct unit, checking that the correct products have been received. In the case of any discrepancies, following up with the Stores team
- Ensure all back of house areas and storerooms are clean and organised, following all security, health and safety procedures
- Ensure all BOH areas are checked at the end of the day and that loading bays are clean, and rubbish is disposed of correctly. Support with cleaning of kitchens and BOH spaces

Events

- Share the responsibility of driving food, beverages and equipment between London sites in the van, adhering to the Company Van Policy
- During peak season where you may be required to work events (morning, day and evening) you will be responsible for the set-up of BOH dispense and clearing areas – delegating tasks including, but not limited to;
 - the initial set up of the areas for the front of house and back of house teams
 - the allocation of equipment to the different areas of the event- tables/ chairs/ glassware/ crockery etc
 - the delivery and allocation of beverages to different areas of the event
 - the repacking of used crockery/ glassware etc into hired crates carefully and correctly to minimise damages and breakages
 - the return of unused beverages to the events cellar
 - the cleaning and return of Tate equipment to the correct storerooms around the building
 - the loading and unloading of Tate vans for events away from site
 - shared responsibility for the completion of the End of Event Closedown Checklist
- Support with the delivery of internal meeting refreshments, ensuring accurate and timely delivery to the correct meeting room as detailed on function sheets
- Support with basic food preparation (eg cooking of pastries / plating of sandwiches) as directed by the Chef team, in line with food safety and hygiene standards

General

- Provide updates to the Assistant Head of Event Logistics on the progress and completion of tasks and provide regular operational feedback on logistics and stores processes
- Ensure all health, safety and hygiene rules are being adhered to, wear any correct PPE and attend any training courses as appropriate
- Work alongside the wider FOH team of Events Assistants, Supervisors and Managers to deliver events in line with Tate Events standards and that exceed customer and clients' expectations. Act as an ambassador for Tate and Tate Eats
- Train new Event Porters and Kitchen Porters on all back of house and driving procedures
- Be a good communicator and logical thinker, with great problem-solving capabilities and a clear understanding of timeframes and the prioritisation of tasks. You must work well under pressure and be able to maintain a positive and proactive attitude
- Work with the Assistant Head of Event Logistics to complete weekly orders for staff food, beverage and equipment, etc as required
- Deputise for the Assistant Head of Event Logistics in their absence when required and directed



- Undertake any other reasonable ad-hoc requests by the Events & Catering management teams

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

Person Specification – experience, skills and competencies:

- Hold a valid UK Driver's Licence, clean for the last 2 years, and is at least 21 years old, to meet the requirements of the van insurance
- Able to undertake a high volume of manual handling (eg able to lift kegs of up to 30kg)
- Passionate about supporting the delivery of world class events in unique and challenging environments
- Fluent in written and spoken English. Strong communicator both verbal & written.
- Proven experience in an Events, Catering, Kitchen or Warehouse environment which required similar duties.
- Awareness of Health and Safety, Manual Handling, Food Allergen Regulations
- An understanding of stocktaking, transfers & stock management practices
- Meticulous attention to detail
- Excellent problem solving and practical skills
- Ability to multi-task and prioritise tasks, self-motivate and thrive in a high-pressured environment
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect
- Be a positive role model for colleagues and always convey a professional attitude and appearance
- Demonstrate a flexible, proactive approach and willingness to operate wherever help is needed
- Excellent timekeeping, attendance and punctuality
- An interest in the aims, services and products of Tate Events and Tate Eats
- Carries out role with honesty and integrity
- Open to feedback from others