

JOB DESCRIPTION

Job title: General Manager, Restaurant & Bar
Department: Tate Eats – Tate Modern
Reporting to: Director of Tate Eats
Responsible for: Assistant Managers, 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.

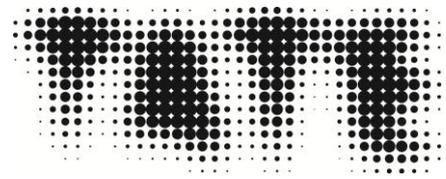
The Department: *Tate Modern’s Restaurant serves modern British dishes, rooted in seasonal ingredients with the kitchen led by a dedicated Head Chef. This food is supported by a well-curated wine cellar, craft beer selection, and creative cocktails. The museum’s premium dining venue is complemented by a bar, both with views across the London skyline, overlooking the Thames, and St. Paul’s Cathedral*



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 a great hospitality, it needs a natural problem solver, with strong line management experience and enthusiasm to maintain a customer focused experience. Balancing operational efficiency and the guest experience. Operating within in world-renowned cultural institution means the restaurant has an exciting programme of events and menu collaborations, that make it a truly exciting and unique place to work.

Main duties and responsibilities:

Operations

- Oversee day-to-day operations of Tate Modern's Restaurant and Bar, ensuring a smooth, profitable service.
- 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. 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.
- Regularly review customer feedback and adjust service strategies accordingly. Ensure clear communication across all teams, keeping Tate Eats leadership informed.
- Manage events, collaborate on creating menus and appropriate service models for them.
- Work 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

- Overall leadership and management of the FOH team, encouraging growth and development. Ensuring the team is supported and engaged.
- Recruit, induct and train the FOH team to ensure they understand their duties, work efficiently and records are kept up to date.
- Oversee performance and development reviews in line with company policies.
- Identify and deal with poor performance swiftly and fairly, manage disciplinary processes and punctuality in line with company policies.
- Manage FOH rotas and holidays, ensuring staffing levels meet operational needs within budget.

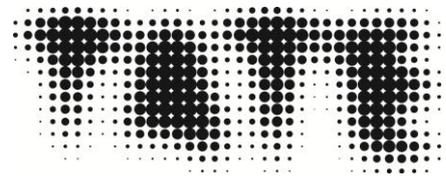
Financial & Compliance Management

- Oversee financial processes, stock control, and operational budgets.
- Work towards key financial targets, including labour spend, gross & net profit margins, and revenue growth.
- Ensure health, safety, and compliance standards are met in collaboration with the Health & Safety Advisor.
- Maintain rigorous cash handling and inventory control procedures.



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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.
- 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.
- Sound knowledge of Microsoft Office including Word, Excel and Outlook
- 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.
- 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.
- Ability to multi-task, manage time effectively and maintain a high degree of accuracy whilst working under pressure
- 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.
- Knowledge of Fourth or similar hospitality management systems.
- Food Safety Level 3 certificate or above.



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