



JOB DESCRIPTION

Post: Assistant Head of Event Catering

Department: Tate Eats

Reporting to: Head of Sales and Catering

Responsible for: Event Catering Managers, Events Assistants and Supervisors

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, whilst also managing Tate's Corporate Membership scheme. We work with a wide variety of clients from corporate businesses to creative agents and private individuals through to the Tate Gallery and Tate Corporate Partners and Corporate Members.*



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.

About the role: The Assistant Head of Event Catering is responsible for operationally running the Catering Events team. Working alongside the Assistant Head of Event Logistics and the Head of Sales and Catering they will set service standards and procedures. The Assistant Head of Event Catering will line manage the Event Catering Managers and will be charged with coaching and inspiring this team, ensuring values and service standards run through the entire team. They will run the training and recruitment for all zero-hour roles. This role will still work operationally, taking on a quota of events alongside the Event Catering Managers.



Main Duties and responsibilities:

- Organise all aspects of the catering operation, for example, equipment hire, staffing, staffing agencies, back of house technicians, uniforms.
- Work with Event Managers and Sales Managers to discuss all details of the event and subsequently work together to execute the event.
- Carry out end to end administration for all events as required.
- Be present at events to be the overall lead managing the catering offering.
- Manage and attend tastings as required.
- With the Head of Sales and Catering, build Tate Events reputation as a high-quality operator whom clients trust and have complete confidence in.
- Shared budget holder for the department, working closely with the Director and Department Heads to ensure events are delivered in line with agreed financial targets, KPI's and that GP's are maintained.
- Create and lead on Tate Events' standards of operations ensuring staff are sufficiently trained. Develop the team structure with the Director and Head of Department to ensure the team has an appropriate structure in place to operate.
- Provide inspirational, visible leadership to the operations management and supervisory team, including inducting, conducting appraisals setting objectives, following and enforcing Tate Eats' policies and procedures.
- Ensure communication with the Kitchen team is timely and accurate.
- Liaise with staffing agencies ensuring high standards of agency staff are maintained, whilst achieving good value within budgets.
- Chair hospitality meetings as required.
- Work with Tate Eats General Managers and Assistant Head of Catering Logistics to share resources and effectively manage labour.
- Work with the Head of Department and the Assistant Head of Catering Logistics to develop a beverage proposition that is innovative, sustainable and suitable for or menu.
- With the Head of Sales and Catering, continually appraise Tate's corporate entertaining products, with an eye to improving efficiency, market trends, and attracting new business.
- Demonstrate ability to adopt new working practices, creating solutions to improve systems and procedures.
- Ensure the team provides timely, accurate financial information for the invoice process.
- Undertake any other duties and responsibilities commensurate with this position when requested.
- Regularly engage in the restaurant and events sector, seeking new trends and inspiration.
- Be responsible for staff rotas, to ensure all agencies and zero-hour staff are charged correctly and paid.



People Management

- Coach and mentor, the Catering Events team. Offering a supportive environment that supports professional development.
- Complete annual performance reviews and probation reviews for new starters. Setting SMART objectives, recognising individual needs.
- Manage the recruitment and training of new Event Catering Managers, and zero-hour team members as required.

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

Experience, skills and competencies:

- Proven comprehensive experience managing catering for large-scale, income-generating events, preferably in buildings to which the public have access.
- Experience in managing and working with a wide range of external and internal suppliers with the ability to oversee, devise and manage operational procedures.
- Understanding of operational and labour cost as per budget.
- Ability to think strategically and to anticipate problems leading up to and during an event.
- Passionate about food, beverage and events.
- Excellent time management skills, ability to multi-task and prioritise a complex workload, and maintain a high degree of focus whilst working under pressure.
- A positive role model and team member conveying a professional attitude and appearance at all times.
- Excellent organisational and project management skills, with the ability to juggle a wide range of competing demands and deliver to deadlines.
- Experience in liaison with clients both private and corporate, managing their expectations.
- Ability to work flexibly and successfully across teams and hierarchies and build relationships at all levels, including excellent interpersonal skills and evidence of ability to influence decision-making.
- Excellent customer service skills, demonstrating actively listening, problem-solving and adaptability.
- Excellent communication skills, demonstrating the ability to communicate effectively and positively with all colleagues and with a diverse customer base.
- Demonstrate ability to adopt new working practices, creating solutions to improve systems and procedures.



- Computer literacy – ability to use Microsoft Word, Excel, and Outlook, with an understanding of databases and their usage.
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.