



DLWP Café Bar Supervisor

Job Description

Title:	Café Bar Supervisor
Responsible to:	Café Bar Front of House Manager
Department:	Front of House Operations
Responsible for:	Café Bar Team Members

Background

The De La Warr Pavilion (DLWP) is a centre for arts and culture in an iconic modernist building by the sea, designed by Erich Mendelsohn and Serge Chermayeff and opened in 1935 as the 'people's palace for art and culture'. With artists and audiences at its heart, it produces an innovative and integrated cultural programme that reflects the world in which we live.

Our organisational mission is:

To be a flagship centre for the arts and a vibrant cultural hub for the South East, owned by our communities; known for our programme nationally and internationally.

To respond to our world class architecture and living heritage.

To allow greater access to cultural experiences.

To ensure culture-led regeneration for the region has sustained momentum into the next decade and beyond.

The Pavilion plays a central role in arts and culture locally and nationally, delivering to an ambitious audience and diversity plan; it is pivotal to cultural and economic growth in Sussex.

ROLE OBJECTIVES

Hands on supervising of the DLWP Café Bar service & staffing.

To ensure a quality dining experience for all visitors to the De La Warr Pavilion Café Bar by delivering a high standard of customer care throughout all aspects of the catering operation.

To assist the organisation to maximise income and profitability across all the catering operations, whilst ensuring the highest quality visitor experience.

To develop and implement new business initiatives which further maximise income and profitability.

OUTLINE OF ROLE & RESPONSIBILITIES

To work with the Café Bar Manager to ensure the smooth and efficient running of the Café Bar, Event Bars and Restaurant service (when applicable).

To take lead responsibility for the smooth running of the DLWP Café Bar on a daily basis ensuring relevant procedures are followed.

To be responsible for the presentation & cleanliness of the DLWP Café Bar and the back of house areas.

To manage the front of house Café Bar team, taking responsibility for staff supervision and informing and assisting to organise appropriate, relevant staff training.

Drawing up staff rosters with hours appropriate to seasons/levels of business.

Managing staff breaks and rotating Café Bar tasks on a daily basis.

Assisting Café Manager in managing staff annual leave.

To take responsibility for the service of the catering aspect of wider DLWP events (including private views, receptions, lunches, dinners & pre-theatre) in collaboration with the Senior Management Team.

To take lead responsibility for the setting up and running of static & temporary Bars for performances & gigs.

To ensure emails and telephone messages are viewed regularly (in the absence of the Café Bar Manager)

To assist the Café Bar Manager in ensuring the Café Bar diary is up to date and all relevant events are inserted

To attend the weekly operational Forward Planning Meeting (on a rotational basis, when on duty) and to attend other relevant organisational meetings, as requested.

To be pro-active in maximising sales and ensuring the front of house catering team are confident in sales techniques.

To ensure effective and regular communication between the Kitchen and front of house catering teams in terms of menu options and service levels.

To support the Café Bar Manager and General Duty Management Team in ensuring that all catering areas comply with current licensing, insurance and Health and Safety requirements.

To oversee cashing up and be responsible for cash handling on a daily basis.

To understand the BLEEP till system and programme tills when required (following appropriate BLEEP training).

In conjunction with the Café Bar and Finance Managers, to ensure that effective financial controls are in place and are regularly reviewed.

To assist the Café Manager in monitoring stock levels and place orders with relevant suppliers to ensure food & drink items are stocked at appropriate levels to run the business efficiently.

To assist with regular stock takes.

To take responsibility for safeguarding of stock and minimising wastage.

To assist the Café Manager in sourcing new products to ensure the Café offer is fresh and on trend.

To represent the organisation on a range of occasions and undertake such other duties commensurate with the post holder's level of responsibility and seniority as may reasonably be required.

PERSON SPECIFICATION

Previous supervisory experience

Excellent customer service skills

Good organisational skills

Flexibility of working hours

Willingness to introduce & implement new procedures

Hours: 160 hours over a four week period
Evening, weekend and public holiday working is a requirement of the post

Salary: Negotiable, depending on experience

Annual Leave 23 days, rising to 25 days after 2 years (pro-rata) plus public holiday entitlement

Notes

The minimum working hours for the full-time post is normally 160 hours over a four week period. However, due to the nature of the work, actual working hours may exceed this total and will involve evening and weekend work.

The job description is current at August 2021. It outlines the main duties of the position and is designed for the benefit of both the post holder and the organisation in understanding the prime functions of the post. It should not be regarded as exclusive or exhaustive.

In particular, given the grading and nature of the post, the responsibilities of the post-holder may well change from time to time.

Management has the right to vary the duties and responsibilities after consultation with you.