



## **CAFÉ BAR ASSISTANT MANAGER**

Reports to:	Café Bar Front of House Manager
Department:	Front of House Operations
Responsible for:	Café Bar Team Members
Length of contract:	Permanent
Salary:	£28,200pa
Holidays:	23 days per annum, rising to 25 after 2 years service Plus public holiday entitlement
Terms:	160 hours over a four week period on a rostered basis. Evening, weekend and public holiday working is a requirement of the post.

### **ROLE OBJECTIVES**

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

Co-ordinating and servicing the hospitality aspect of all private and corporate events.

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 work with the Café Manager to ensure smooth and efficient running of all private and corporate hospitality across the building.

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 front of house and back of house areas.

To pro-actively manage the front of house Café Bar team, taking responsibility for staff supervision and informing and assisting in organising 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 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 building diary is up to date and all relevant events are added

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 take the lead in liaising with the Communications team and attend bi-weekly Monday morning Comms team meetings (either in person or by zoom).

To work with the Marketing Team to amend/update existing Café menus (TV screens & print) when required.

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

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

To support the Café Bar Manager and 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).

To be prepared to troubleshoot tills and pdq issues.

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 bar 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 in hospitality setting

Excellent customer service skills with a professional and friendly outlook

Good communication and organisational skills

Good attention to detail

Ability to problem solve, to be resilient and stay calm under pressure

Brings enthusiasm, energy and initiative to the team

## **ABOUT THE DE LA WARR PAVILION**

[www.dlwp.com](http://www.dlwp.com)

## **OUR VISION**

To be a flagship centre for the arts and a vibrant cultural hub for the south-east, owned by our communities and known for our programme nationally and

internationally. Responding to our world class architecture and living heritage, to allow greater access to cultural experiences, and to ensure culture-led regeneration for the region into the next decade and beyond.

## **OUR OBJECTIVES**

- To produce, present and promote a high-quality programme of modern and contemporary work that responds to the needs and aspirations of both artists and audiences.
- Enable artists of every culture and discipline to create new work or present new experiences of existing work within an environment committed to excellence and best professional practice.
- Work with audiences to engage them with the Pavilion and our artistic programme, making it relevant to them as a visitor or participant.
- Conserve the Pavilion's fabric, its unique Grade I listed architectural status and to promote it through public and artistic programmes.
- Maintain a viable, resilient and sustainable business model, seeking to diversify income streams by growing fundraising and commercial activity.
- Be a catalyst for the cultural, economic, tourism and social regeneration of Bexhill and the surrounding region.

In January 2023, Rother District Council was awarded £19 million from the government's Levelling Up Fund for Creativity, Community and Skills in Bexhill and Sidley. This included £17 million for the Pavilion to repair and redevelop the building, making it more accessible to audiences and ensuring business viability, sustainability and relevance to its community for years to come.

Find out more here: <https://www.dlwp.com/rother-district-council-secures-over-19m-levelling-up-funding-for-community-creativity-and-skills-in-bexhill/>

The timeline of the project is to be confirmed.

## **NOTES**

The minimum working week for the full time post is 40 hours. However, due to the nature of the organisation, actual working hours may exceed this total and will involve some evening and weekend work.

The job description is current at April 2025. 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. The responsibilities of the postholder may well change from time to time. Management has the right to vary the responsibilities and duties after consultation with you.

## **STAFF BENEFITS**

- Employer contributions to The People's Pension
- Free access to Employee Assistance Programme, Health Assured
- Discounts in DLWP Café Bar and shop with free lunch whilst on duty

## **DIVERSITY, EQUALITY & INCLUSION**

At the De La Warr Pavilion, we are committed to building a diverse and inclusive community that reflects the diversity of our society as fully as possible. A community of staff, residents and audiences where everyone feels valued, where their contribution matters and where they can reach their full potential, irrespective of their background, identity or circumstances.

We are committed to ensuring we are hiring people that reflect the South East in its broadest form and we are currently taking action to improve representation from Black, Asian and ethnically diverse, LGBTQ+ and lower socio-economic communities and those with a disability.

## **OUR VALUES**

- We believe in being bold and ambitious, growing and evolving to create opportunities and inspire creativity.
- We lead with honour and integrity, honest and open with ourselves and our communities. We act professionally at all times.
- We are inclusive, accepting of differences and avoid making assumptions. We actively listen to each other and our communities, treating each other with respect and empathy.
- We support each other with kindness, care and compassion to create a healthy and happy community.

