



Z-café & Front of House Supervisor job description

TITLE: Z-café & Front of House Supervisor
RESPONSIBLE TO: House Manager

Dedicated to inspiring creativity, Z-arts delivers a broad range of visual and performing arts events, performances, exhibitions, activities, workshops and participatory opportunities. One of the most versatile cultural buildings in Greater Manchester, Z-arts has an excellent track record in engaging young people of all ages in creative participatory activities and theatre that is for and represents the modern family.

PURPOSE: To support the House Manager and Deputy House manager in ensuring an excellent, efficient and welcoming environment for all visitors to Z-arts, and to lead on the smooth-running and development of the Z-café and bar

HOURS 37.5 Hours per week

Some flexibility is required as weekend-working and some evenings will be required.

MAIN AREAS OF RESPONSIBILITY:

- 1) To be responsible for the day to day running of the café/bar ensuring that high standards of cleanliness, food hygiene and customer service are maintained.
- 2) Preparing and selling food, beverages and alcoholic drinks
- 3) Preparing buffet lunches for room hires and meetings
- 4) Ordering and maintaining levels of stock and monitoring wastage
- 5) Developing the menu and ensuring profit margins are maintained
- 6) To deputise as Front of House Manager for shows and events in the absence of the House Manager or Deputy House Manager.
- 7) Liaising with House Manager with regards to ordering and stock control of food, beverages and cleaning products and consumables or any additional stock changes or requirements.
- 8) To work with the General Manager and the House Manger to investigate opportunities for increasing the revenue in the café through events or partnering opportunities.

- 9) To prepare rooms for all bookings and events, including for the following days activities, liaising with the relevant departments and to undertake regular room checks.
- 10) To assist the House Manager in overseeing the house keeping department, ensuring that all areas are maintained to a hygienic and safe standard.
- 11) To be a duty manager, a designated key holder and responsible for the locking up of the building and cash handling when necessary.
- 12) To work with the entire staff team to support and deliver Z-arts strategic and creative vision.
- 13) To understand, actively promote and adhere to Health & Safety legislation and Z-arts Health and Safety policy.
- 14) To adhere to all Z-arts policies and procedures

Person Specification

The successful candidate will be able to demonstrate the following:

- 1) Previous experience in a similar environment
- 2) Ability to prepare and serve a range of simple snacks and sandwiches
- 3) Ability to use an espresso machine.
- 4) Experience of cash handling.
- 5) A friendly and welcoming demeanour, including with children and families
- 6) Ability to work effectively under pressure and deal with conflicting demands.
- 7) Ability to demonstrate strong communication skills.
- 8) Ability to lead a diverse team and cooperate with others.
- 9) Excellent time keeping skills, conscientious and punctual.
- 10) Excellent standard of personal presentation and hygiene.
- 11) An understanding of equal opportunities practices.

The following attributes would be desirable:

- 1) Level 2 Food hygiene certificate or above
- 2) Personal Licence holder