

EDGBASTON PARK HOTEL
AND CONFERENCE CENTRE

J O B D E S C R I P T I O N

JOB TITLE	Deputy F&B Manager
TEAM	Food & Beverage
DOTTED LINE RESPONSIBILITY FOR WHICH OTHER POSTS	Conference & Banqueting Manager, Bar and Restaurant Manager
RESPONSIBLE TO	F&B Manager

Job Summary

Support the F&B Manager in the delivery of departmental (Restaurant, Bar, Conference, Banqueting and Weddings) Key Performance Indicators (KPIs), which prioritise:

- Guest Service
- Team Engagement
- Financial Performance
- Responsible Business Delivery

Main Duties

Strategic Management

- Proactively support the F&B Manager to ensure the F&B strategy and KPIs are successfully delivered, through the planning, development and continuous review and revision of outlet concepts, for all F&B areas.

Operations

- Work with F&B team managers to ensure that sales are on budget and that opportunities to make efficiencies and increase income are maximised.
- Work collaboratively with other teams and managers to ensure the effective running of the F&B and wider Hotel operations.
- Continuously review ways to improve standards, making positive changes where necessary
- Ensure that all standards relating to safety and security are maintained, including: liquor stocks, Hotel equipment, bar keys, cash handling, till access and staff safety.
- Ensure adherence to the following regulations: Licensing laws, Health & Safety regulations, food handling and hygiene laws, fire regulations and procedures, first aid procedures.
- Oversee monthly food and non-food stock takes within the F&B functions, in accordance with the Hotel's procedures.

- Support with any operational requirements, as and when necessary.
- Undertake Duty Manager shifts on a rota basis.
- Attend and contribute to meetings as required.
- Take on any other reasonable duties or carry out requests necessary to ensure we deliver the highest standard of service in the Hotel.

People

- Support the F&B Manager in developing, motivating, engaging and supporting the F&B team, so as to ensure that all Hotel and team objectives and standards are met.
- Work with the F&B team managers to ensure that F&B staff are fully and effectively recruited, inducted and trained, including ensuring all mandatory training is completed within designated timescales.
- Work with the F&B team managers to ensure the ongoing development and coaching of F&B staff.
- In liaison with the F&B Manager, oversee the performance of the F&B team managers, ensuring that behaviours are in line with the Hotel's vision, values and how we work.
- Ensure, through effective leadership, that the F&B team managers carry out their duties effectively, efficiently and professionally, including:
 - Monitoring and effective management of staff absence
 - Ensuring the highest standards of F&B staff appearance and presentation
 - Motivating and engaging the team and maintaining open communication across the entire operation, including undertaking regular team briefings and one-to-ones.

Health & Safety

- Ensure F&B team managers and supervisors are regularly auditing areas to ensure that equipment, utensils and machinery is in correct working order and is correctly stored.
- Ensure all health and safety procedures are carried out according to Hotel policies and procedures and legislation, including adherence to COSHH regulations.
- Liaise with the University Food Safety and Health and Safety teams to comply with all relevant food safety, codes of practice and current legislation.
- Ensure that the F&B team managers and supervisors conduct regular hygiene audits and that external audits undertaken by the University's hygiene manager are maintained, taking remedial action where necessary.

General Requirements

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to customers and guests.
- Respond professionally and pro-actively to any customer or guest queries.
- Actively support and demonstrate the Hotel culture and values.
- Adhere to all Hotel policies, procedures and processes.
- Comply with statutory requirements regarding the workplace such as employment law, health and safety, hygiene, fire prevention, GDPR etc.
- Act with integrity and in the interests of the Hotel at all times.

Person Specification

Experience

- Significant relevant senior F&B experience (Restaurant, Bar and Conference & Banqueting) in an accommodation business.
- Experience of successfully engaging, managing and motivating a team to deliver the highest levels of guest service.
- Proven experience of introducing improvements in costs, service and efficiencies.
- Experience of budget management.
- Experience of coaching and developing staff.
- Experience of managing across multiple outlets in a busy environment.

Knowledge and Skills

- High level of commercial awareness and proven cost control capabilities.
- A passion for delivering exceptional levels of guest service with evidence of proven results.
- Excellent management, interpersonal and communication skills.
- Critical thinking and problem-solving skills.
- Strong organisation and administrative management skills.
- Ability to win confidence and cooperation at all levels.
- Ability to work on own initiative and pragmatically.
- Up-to-date knowledge and understanding of the food and beverage industry, with the ability to act quickly on future food and beverage trends.
- Ability to prioritise workloads, meet deadlines and work to strict time constraints.
- Ability to work under pressure with flexibility to effectively respond to different work situations.
- Good knowledge of Workplace Health, Safety and Hygiene regulations.
- Proficiency, with Microsoft Office packages, in particular Word, Excel and Outlook.
- Working knowledge of hotel PMS systems (desirable).

Qualifications

- GCSE Grade C (or equivalent) in Maths and English is essential with education to degree level or equivalent being advantageous.
- Recognised management qualification (desirable).
- Qualified First Aider (desirable).
- Health and Safety qualification (desirable).

