

Bar & Catering Manager

# Introduction/Background to the Role

The Common Room of the Great North Limited (CRGN) is a new limited company and registered charity, created to take forward the restoration and redevelopment of its Grade 2\* listed 19th Century building, Neville Hall in Westgate Road, Newcastle upon Tyne (known to many simply as ‘The Mining Institute’) and to preserve its internationally important collection and archive and make it available to a wider audience through a programme of digitisation.

CRGN has been successful in securing funding from the National Lottery Heritage Fund, and several Trusts, Foundations and individual donors, enabling it to proceed to develop and restore the Mining Institute building.

The £7.1 million development project will deliver

* From July 2021 a fully accessible, restored building. With climate-controlled spaces for archives and collections and a library facility for its users, education spaces for learning and conference and meeting spaces for commercial, educational and community hire.
* On-line worldwide access to the collection and archive, piloted from 2019 and fully completed by 2023.
* A catering and bar infrastructure to serve the public and produce the commercial income to cover overheads and produce surpluses to underwrite an ongoing education and engagement programme in the building and in the region.
* A heritage interpretation programme which enables the public to understand and celebrate the heritage.
* An opening Festival from July 2021, implemented flexibly to ensure we can use the building for commercial use.
* A celebratory Festival in 2022, commemorating the 150th anniversary of the building’s completion in 1872 and the 175th anniversary of the Institute’s foundation in 1856.

The Common Room will be ‘a celebration of graft and glory; telling the stories of the North East that changed the world, then and now’ by…

* Revitalising our Grade 2\* Listed building and making a step change in the access and interpretation of our internationally recognised archive of the Industrial Revolution we will provide the space, and inspiration, for new collaborations and innovations.
* Instilling pride, ownership and understanding to support the North East economy…
* Using our unique heritage to inspire the next generation of innovators and engineers…
* Engaging with the business community, The Common Room programme will deliver this, providing education and enrichment for young people, promoting skills development for the region's workforce and engaging the public with the heritage.

Further details of The Common Room and the project can be found on our website - [www.thecommonroom.org.uk](http://www.thecommonroom.org.uk/)

# Job Description

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| **Job**  | **Bar & Catering Manager**  |
| **Salary**  | £28,000 - £32,500 depending on skills and experience. We are open to flexible working arrangements.  |
| **Duration**  | Full-time, Permanent  |
| **Reports to**  | Chief Executive  |
| **Line Manages**  | Catering Supervisor  |
| **Location** | Neville Hall, Newcastle |

**Job Summary and Purpose**

You will have broad experience of catering and hospitality and know what it takes to deliver a top class service to customers, whether wedding guests or gig goers. You’ll not be shy of rolling your sleeves up and supporting and motivating a small team to deliver exceptional service.

You will have overall responsibility and accountability for the management of bar and catering facilities within the building including our outsourced catering partner, in house catering team and our café bar. You’ll work across the organisation to develop an offer which reflects The Common Room brand and its programme and which meets the needs of our diverse audience.

We’ll need you to implement the bar and catering strategy as we get ready to open the building. You’ll be involved in setting, achieving and exceeding financial targets. You’ll also maintain and develop working partnerships with our designated catering partner and relationships with a range of food and beverage suppliers.

We recognise that organisations that are diverse and inclusive perform better than less diverse organisations so we are working hard to ensure that The Common Room has this balance on our team and Board to represent our region and steer our future strategy. We would positively encourage applications from underrepresented groups including BAME applicants, LGBTQ+ applicants and disabled applicants.

**Main Responsibilities/Activities**

* To develop and implement The Common Room bar and catering strategy, creating a unique experience in line with The Common Room brand;
* To be responsible for the day to day management of the bar and catering operations;
* Be responsible for the financial operations of the bar and catering function, working with the Finance and Operations Manager.
* To lead on and have responsibility for the financial operations of the bar and catering functions to ensure efficient running and maximisation of profit;
* To develop and deliver long term strategic business development of the bar and catering functions;
* To monitor, review and refresh the food and drinks menus to provide all visitors to the building with interesting and appetising choices;
* To lead on branding of the bar and catering offers in collaboration with the Sales & Marketing Manager;
* To set and deliver profit and loss targets;
* To have overall responsibility for cash management including reconciliation of takings and cash banking;
* To have overall responsibility for ordering of stock, receiving deliveries, developing supplier relationships and carrying out regular and accurate stock checks;
* To work closely with the Finance and Operations Manager on providing clear and accurate financial information including sales and purchases;
* To ensure that the bar and kitchen equipment is regularly checked, maintained and repaired where necessary;
* To maintain high levels of cleanliness and tidiness within the kitchen and bar areas and that Food Hygiene regulations are adhered to:
* To take lead responsibility alongside the Finance and Operations Manager for the safety and security of the building, ensuring that systems and procedures for security are followed at all times;
* To act as a key holder and be on the emergency call-out list.
* To lead our team of bar and kitchen staff, communicating effectively to ensure the motivation of these staff and the smooth running of the bar and kitchen operations;
* To be responsible for the recruitment, induction, training, development and management of all bar and kitchen staff, including customer service, access, licensing and food hygiene where appropriate;
* To be the personal license holder for the organisation in order to sell and authorise the sale of alcohol and to adhere to and enforce licensing regulations;
* To keep up to date with and implement licensing regulations;
* To ensure that the building conforms with and exceeds Accessibility and Health and Safety requirements and to recognise and suggest opportunities for improvement;
* Working with the Senior Management Team to ensure fundraising and business development activities are complementary and all potential income generation activities are exploited;

All staff are expected to:

* Positively support equality of opportunity and equity of treatment of colleagues in accordance with the Diversity Policy/statement.
* Help maintain a safe working environment by attending training in Health and Safety requirements as necessary and following local safe working practices and the Health and Safety Policy.
* Given the focus of our Charity on supporting young people successful candidates may be required to undertake an advanced DBS check.

## Person Specification

## Essential skills, knowledge and experience

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| Qualifications / training  | A relevant qualification (eg. degree in Hospitality Management, Business, Management, Catering or related topics) or equivalent training and experience. |
| Bar/catering experience | A minimum of 3 years’ previous experience in a commercial Bar & Catering role. |
| Communication and customer service skills  | Experience of working with the public and delivering excellent customer service  |
| Organisational skills  | Extremely well organised, with great attention to detail, and an ability to coordinate, timetable and balance a broad range of priorities and projects  |
| Line management | Experience of managing staff, both employees and teams of casual/freelance catering and events staff |
| Financial management | Experience of working within and monitoring budgets, and keeping financial records.Experience of handling cash. |
| IT skills  | Excellent IT skills, including experience of using word processing and spreadsheet programmesExperience of EPOS systems and their implementation. |
| Personal attributes | A commitment to the future of the North East of England |

## Desirable skills, knowledge and experience

Please note, an induction programme and on-going development and training will be offered, but the ideal candidate will have some of the following desirable skills, knowledge / experience:

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| Culture and /or heritage experience  | Knowledge of the heritage and cultural sector and the North East of England |

# Appointment and Application Details and Timetable

Advertising 9th Feb 2021 to 26th Feb 2021.

Shortlisting by 3rd March 2021.

Panel interviews 10th and 11th March 2021.

Please send CV and covering letter to Anne Bartle anne.bartle@thecommonroom.org.uk by close of business on 26th Feb 2021. Please ensure this indicates the earliest date you would be available to start work if appointed.

Please provide the names and contact details (email and phone) for two referees, one of which will be a recent or current employer. We will not contact your referees without your permission.

Follow up of references and job offer - week commencing 15th March 2021.

Target appointment start date - week commencing 6th April 2021.