

**DELAWARE NORTH UK  
POSITION PROFILE**

<b>Position Title: Assistant Manager I, Food &amp; Beverage</b>		<b>Job Code: L117</b>	
<b>Discipline: Beverage</b>			
<b>UK Known As: Beverage Manager</b>			
<b>Status: Salary</b>	<b>Grade: L1</b>	<b>Direct Reports:</b>	<b>Yes</b>

**PURPOSE**

To manage and control all the beverage purchasing, receiving, distribution and movement within the venue.

To supervise a team of full time and variable employees that are accountable for the movement and transportation of stock within the business.

To be accountable for all stocktaking and auditing of goods within the department and ensuring they adhere to Health and Safety Legislation.

**ESSENTIAL RESPONSIBILITIES AND DUTIES**

- Manage and control of the entire beverage stock logistics operation with the venue.
- Manage the day-today ordering, receiving and distribution of stock from external contractors and suppliers within the venue.
- Creation and implementation of strategic plans to improve cost of sales throughout the venue.
- Be accountable for all beverage stocktaking and auditing of beverage stock within the venue.
- To produce beverage stock forecasts in line with all the department business requirements.
- Ensure that there are sufficient beverage stock levels to trade successfully on a daily basis based on forecast.
- To provide analysis and review of the cost of goods information within the venue. To create action plans and management activities to ensure ongoing improvement in conjunction with the relevant stakeholders.
- Work closely with all Department Heads to manage beverage wastage effectively.
- Monitor supplier performance via agreed KPI's and feedback to the Central Procurement Department.
- Liaise with all Department Heads to manage and control the beverage purchasing in a timely manner through the correct ordering channels and liaise with the Central Procurement Department for any new products.
- Manage and organise the monthly procurement meeting.
- Agree budgeted targets and maintain a commercial focus on all aspects of the operation. Areas of focus to include labour planning and cost of goods.

- To oversee and lead a team of Logistic team members at the venue, in order to deliver quality beverage service across the entire operation.
- To lead manage and the team as well as undertake all performance management and feedback communication.
- To partner with the Talent Acquisition team in all hiring processes to ensure we attract and recruit the best talent.
- To underpin the onboarding, training, and development all members of the hospitality team, employed and casual, to drive a culture of high performance where guest service is the number one priority in all activities.
- To plan the casual workforce scheduling for each hospitality event in a timely manner, to ensure that the core requirements and additional benefits of the time and attendance system are capitalised on to deliver labour spends that are in line with forecasts and plan figures.
- To adopt long-term, innovative thinking, collaboration, and networking to stimulate new opportunities and solutions, identify potential risks and challenges to create a future focused approach to service delivery.
- To lead the team in 'thinking differently' by leveraging 'on trend' ideas and concepts internally and externally working in conjunction with global and local central support resources.
- Identify appropriate levers to drive sales and profitability across the business to meet plan.
- To continuously develop knowledge of concepts, trends, brands, and products to advise and support margin maximisation.
- To have a strong relationship with senior business leaders and provide administrative assistance when needed.
- Ensure regular communication to foster clear and concise transfer of information to build an honest and open working relationship.
- To ensure all legal requirements are met and records are up to date for audit purposes. To ensure that the operation is operated in accordance with current knowledge and practice, management, and measurement of all areas of responsibility including company regulations relating to the following areas:
  - Health and Safety
  - Food Hygiene
  - Fire Regulations
  - Licensing Laws
  - Sales of goods / Trading Standards
- To specifically adhere to, lead on and support all 'Post COVID-19 Working Safely' practices
- As part of the fulltime team responsible for successful day to day management of the venue
- To ensure that the business continues to be delivered in a safe manner at all times.
- Implementation of GuestPath, developing localised collateral for training, implementing processors, conducting self-assessments, and reporting to the team.

- As part of the Management Team be an ambassador for Delaware North (UK) Values and Mission statement and champion the GuestPath message always
- Ensure that the principles of the Delaware North Guest Path program are followed at all times. Conduct regular self-audits to ensure that we maintain and continuously improve on a high standard of the guest experience.
- To deliver on any other reasonable request of Senior Management from Delaware North

## PERFORMANCE MEASURES

- To lead and direct the day-to-day beverage service delivery to the clients and guests.
- To ensure all commercial commitments and opportunities are met and capitalised on to aid business decision making.
- To optimise the commercial knowledge within the business, by supporting and challenging the organisation to drive further commercial adding value analysis.
- The candidate needs to have the ability to plan, operate and manage processes accurately, whilst managing a sizable variable team. They should have experience with a logistically challenging large multi-faceted venue, high-volume and high-pressure environments. They must be able to recruit, train, develop and inspire a dedicated team of regular personnel to deliver above-industry standard support service.

## JOB CONTRIBUTION & PROFESSIONAL COMPETENCIES

### **General Scope:**

- Assisting with managing the daily activities of service/support, teams.
- Sets priorities for the team to ensure task completion, coordinates work activities with other supervisors.
- Decisions are guided by policies, procedures and the local business plan; receives guidance and oversight from manager.
- Typically, does not perform the work unsupervised.

### **Functional Knowledge**

- Requires understanding and application of procedures and practices within own area and basic knowledge of other areas.

### **Business Expertise**

- Understands how teams relate to other closely related teams to improve efficiency.

### **Leadership**

- Has formal management responsibilities over service or business support teams; sets priorities for and coaches associates to meet deadlines.

### **Problem Solving**

- Uses judgment to identify and resolve day-to-day problems.

### **Impact**

- Impacts the level of service and the team's ability to meet quality, volume, and timeliness objectives within their area.

- Guided by local business needs and established practices.

### ***Interpersonal Skills***

- Uses tact and diplomacy to exchange information and address sensitive issues.

### ***Talent Development***

- Initiates learning activities to enhance knowledge, skills and behaviors.

### ***Collaboration & Teamwork***

- Adjusts his/her work approach to accommodate needs and preferences of others; considers how his/her actions will affect others; listens and acts on suggestions made by others.

### ***Championing Guest Needs***

- Actively seeks information to understand guests' needs and carries out solutions that exemplify GuestPath standards.

### ***Innovation***

- Attuned to trends and seeks opportunities to implement within the department/ unit/ company.

### ***Action Management***

- Identifies work conditions and risk issues; reports or corrects.
- Encourages others to take responsibility and leads by example.

## **DESIRED EXPERIENCE & REQUIRED FUNCTIONAL EXPERTISE (qualifications & requirements including ADA)**

**Education Requirement:** A' Levels

**AND/OR**

**Total years' experience:** 2-4

**Years of Management experience:** 0 - 1

### **Essential Experience:**

- Previous experience in a high volume logistically challenging environment.
- Evidence of strong people management skills and leadership qualities with strong communication and written skills.
- Forklift License.
- Advanced IT and accounting skills with experience in purchasing systems.
- Knowledge and experience with manual handling

### **Desirable Experience:**

- Understanding of administration and information of suppliers and pricing.
- Extensive knowledge of the F&B industry.
- Team leadership, training, and delegation skills.

## **WORKING CONDITIONS**

Your normal place of work is location based.

You will have a home location, but you may be asked to work across the business in line with business needs.

All aspects of Government advice regarding safe working environments will be adhered to, including:

- COVID-19 risk assessment completed.
- Cleaning, handwashing and hygiene procedures adopted.
- Comprehensive working from home policies.
- social distancing measures adopted.
- Transmission risk measures adopted.