

Job Description

Job Title	Hospitality Supervisor
Directorate	Neighbourhoods & Housing
Service Area	Culture Liverpool
Grade	4
Competency Level	1
Salary	£26,409 - £30,060
Job Type	Office Based
Location	City Halls
Disclosure and barring service (DBS)	Enhanced DBS Child Barred List - Child and Adult Workforce
Job Evaluation Ref No	

Job Purpose

You will support the Hospitality Manager in the delivery and management of Food & Beverage operations on all designated activity taking place within City Halls, ensuring and delivering both an excellent client experience and an efficient and profitable business.

Directly Responsible For:

Third party catering & hospitality personnel hired to work on events

Directly Responsible To:

Hospitality Manager

Main Areas of Responsibility:

- You will work flexibly across the exciting, busy and fast paced City Halls, providing 'hands on' hospitality support in the delivery of all activity taking place Monday to Sunday
- You will support the Hospitality Manager in the delivery of commercial bars, catering and hospitality services, providing a comprehensive and exceptional service to City Halls clients, of varying audience sizes ranging from 10 – 1000 guests
- You will lead on the provision of Civic hospitality at Liverpool Town Hall as and when required
- You will support the Hospitality Manager in the planning and delivery of hospitality services at designated events, ensuring clients' expectations are met in relation to: quality of service, quality of products and quality of staff & equipment
- You will attend operational meetings with the Venue / Event & Operations Managers to plan & agree the hospitality requirements relating to forthcoming events as well as de-brief on previous events
- You will manage, lead and motivate the Food & Beverage team by leading, motivating & managing relevant personnel at each activity you are supervising
- You will manage 3rd party caterers using City Halls bar and kitchen areas, ensuring all terms and conditions of the 'Caterers Handover Document' are met

- You will liaise with clients, to discuss catering requirements for planned events, advising solutions to enhance or improve the experience and increase revenue
- You will ensure all catering front of house and back of house, maintenance, cleansing & housekeeping is compliant and immaculate at all times with management procedures in place to ensure consistency of upkeep in all service areas, storage areas and kitchen areas
- You will ensure relevant hospitality provision to clients, VIP's & Lord Mayor, continuously making necessary improvements to service delivery whilst increasing income
- You will support the Hospitality Manager in maintaining an inventory of all stock with relevant control records, as well as 'opening and closing' stock control reports following full bar operations
- You will be a key user of a Venue Management System to view event diary and Event Specification requirements for forthcoming activity
- You will review Event Specification documents which accurately communicate the client requirements, flagging up anomalies or information gaps such as attendees, equipment hire, table plans, catering etc. to ensure consistent exceptional standards of service and hospitality are delivered for all events
- You will support the Hospitality Manager in ensuring complete compliance with all Health & Safety requirements applicable to Food & Beverage service, leading on specific allocated tasks such as catering/kitchen equipment checks
- You will support the management, maintenance & upkeep of all catering equipment with relevant records to ensure all Health and safety compliance
- You will have a good working knowledge of Health and Safety practices, with particular reference to Food Hygiene and Risk Assessments for kitchen/equipment /service areas within City Halls

- You will work in line with robust Standard Operating Procedures in relation to all service provision and activity, with particular regard for Health & Safety and security
- You will ensure all relevant documentation & sign-off sheets are completed and returned to the Hospitality Manager, reporting any Health & Safety concerns, failings, defects or maintenance issues in a timely manner
- You will work in collaboration with the Venue / Events & Operations team to continually improve event delivery, customer experience and site safety, as well as continually looking to improve the efficiency of the services offered
- You will have a personal drive, passion and determination for continuous improvement of all activity taking place within City Halls, so that you and the venues are viewed as a shining examples of excellence to all visiting clients & customers
- You will be an approachable and attentive people-person with a 'can do' attitude, prepared to help our customers and the rest of the team in a willing and positive manner, maintaining a professional demeanour at all times
- You will be visible to the customer, look immaculate and have an engaging manner in order to perform a 'meet and greet' role at events for prestigious corporate and independent clients, ensuring the customer experience is second to none at all times
- You will contribute to the management of all hospitality budgets in relation to sales and productivity costs, staffing, footfall and quality assurance in relation to events and operations at City Halls
- You will ensure all hospitality staff are knowledgeable of new products to maximise income opportunities by targeting sales of specific products
- You will support income generating activities and initiatives delivered at City Halls by providing catering support, advice and guidance as and when needed
- You will show exceptional attention to detail, a sense of pride and ownership, ensuring all public areas, storerooms, basements and their

contents are kept clean and tidy, with a management routine in place to ensure their continual upkeep

- You will ensure management & storage of all equipment, kit and furniture after use, reporting any damage or loss to Venue / Event & Operations management
- You will provide operational and supervisor support to City Assets in the delivery of any activity of significance and profile
- You will contribute to meeting the City Assets aims and objectives: (i) increase net income, (ii) decrease overheads & costs (iii) enhance our service
- Agreement to work flexibly across a 7-day week, including unsociable hours on evenings, weekends and bank holidays
- You are a direct reflection of our business so it is essential you take pride and great care in your personal appearance, complying at all times with the professional appearance standards established by the Head of City Halls
- You agree to work across all City Asset venues as and when required and undertake any other duties commensurate to the grade
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements with Standing Orders and Financial Regulations of the City Council and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility.

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, and regular workforce planning and development

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- Manual Handling of stock and equipment, long hours and lots of walking

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance

- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 1.

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Food Hygiene qualification – Level 2 or above or other equivalent qualification (A/I)
- Basic Health & Safety certification or other equivalent qualification (A/I)

Desirable

- GCSE or equivalent grades A-C English & Maths
- First Aid Trained
- Full Driving License

Experience

Essential

- Hospitality experience (A/I)
- Line management experience (A/I)

Desirable

- Experience of working under pressure

Skills/Abilities

Essential

- Excellent communication skills (A/I)
- Good standard of numeracy, literacy and IT skills (A/I)
- Excellent customer service skills (A/I)

Desirable

- Flexible approach and willingness to work in a fast moving, changeable environment

Commitment

Essential

- The willingness and ability to be flexible in working hours including the ability to work evenings and weekends (A/I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level