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|  | **HIGH LIFE HIGHLAND**  **JOB DESCRIPTION** |

**JOB TITLE**: Food and Beverage Manager

**SALARY**: £42,879 - £46,410

**LOCATION:** Inverness Castle

**HOMEWORKING:** This post is not suitable for a homeworking request to be made.

**RESPONSIBLE TO:** Head of Inverness Castle Experience

**JOB PURPOSE:** The Food and Beverage Manager will be the Inverness Castle Experience’s hospitality expert, providing strong leadership, direction and vision across the venue and all F&B services. The postholder will be directly responsible for management of food and bar services at Inverness Castle.

The F&B Manager will be strategically accountable for the profitable growth of F&B and will have overall responsibility for the operational delivery and development of F&B products, ensuring offerings deliver high quality and customer experience, while growing in profitability and consistency.

The post-holder will also be responsible for health and safety, legal compliance, procurement and supply structures, and the development of these processes to ensure an operating platform that supports sustainable and competitive commercial activity across the business.

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

1. To anticipate visitor expectations and market trends and continually review business models and product and service offerings to maximise customer experience and profitability.
2. To consistently demonstrate strong food production and product creation capability and be accountable for raising F&B standards through championing flavour, presentation and production standards of food and drink offerings.
3. To be accountable for the development of operational strategies and delivery plans to ensure that the F&B business exceeds the targets for customer experience, operational delivery and business growth.
4. To lead the development of imaginative menus alongside the Head Chef taking in to account the audience mix, seasonality, mix of day time/evening consumer needs and requirement to develop a strong local provenance.
5. To develop profitable pricing structures and processes to ensure that budgeted Gross Profit and payroll costs are achieved and where possible improved upon.
6. To work closely with the Head of Inverness Castle Experience and the Marketing Manager to raise the profile of the Inverness Castle Experience locally and nationally, identifying and leading on F&B related campaigns, events and awards opportunities.
7. To oversee compliance with food safety, health and safety and other legislation and to introduce and embed procedures which will mitigate potential risks of non-compliance at an early stage.
8. To lead on alcohol licensing across all F&B events, hospitality operations and to oversee all associated training and accreditations, legal representation and legal compliance.
9. To negotiate all supplier agreements across the department to ensure that both price and quality are prioritised and where possible seeking upfront or retrospective discounts based on volume purchases.
10. To lead the F&B team by attracting, recruiting, training and appraising talented personnel.
11. To develop the F&B staff, by empowering, supporting, encouraging and motivating.
12. To develop a staff training plan and to supervise the delivery of in house and external training, through developing a ‘learning culture’ within the team.
13. To maintain a proactive contract management approach to concessions operators and other suppliers, ensuring partnership development at all times.
14. To establish and monitor budgetary targets, service levels, KPI’s, schedules, policies and procedures.
15. To enforce adherence to legal requirements, industry and company regulations and quality standards.
16. To ensure all records are maintained correctly and consistently by routine and spot checks.
17. To report routinely to senior management on key performance indicators including sales results, productivity, margin management and net profit achievement.
18. To ensure income is maximised through efficient purchasing, creative marketing and merchandising.
19. To ensure robust procurement practice in both financial and quality delivery, regularly monitoring suppliers and tendering contracts of scale.
20. To deputise for the Head of Inverness Castle Experience in his/her absence.

**Other Duties:**

You may be required to perform duties, appropriate to the post, other than thosegiven in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations it will be necessary to update this job specification from time to time.

**Date:** October 2024

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|  | **HIGH LIFE HIGHLAND**  **PERSON SPECIFICATION** |

**JOB TITLE:** Food and Beverage Manager, Inverness Castle Experience

**LOCATION:** Inverness Castle

**ATTRIBUTES:**

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following.

1. **EXPERIENCE**

* Minimum of three years’ senior management experience of F&B operations in a high volume environment. Essential
* Experience of working within a visitor experience, cultural or hospitality venue business. Desirable
* Demonstrable experience of developing and improving a multi-operation F&B business and delivering sustainable profitable growth. Essential
* Proven track record of working at pace, responding to sales performance, handling multiple priorities and consistently delivering against challenging budgets. Essential
* Practical experience, in a central role, in the management of EPOS within an operationally diverse F&B environment. Essential

1. **EDUCATION AND QUALIFICATIONS**

* Degree level qualification or equivalent in a relevant discipline. Desirable
* Advanced H.A.C.C.P. certificate. Desirable
* Advanced (Level 4) UK Food Hygiene certificate. Desirable
* Personal Alcohol Licence Holder Licensing Act (Scotland) 2005. Essential
* Competent user of Microsoft Office products. Essential

1. **SKILLS/ATTRIBUTES GENERAL**

* The ability to analyse financial information and to manage budgets effectively. Essential
* Strong influencing, negotiating and advocacy skills, with the ability to think analytically, independently and strategically. Essential
* Creative thinker with senior management F&B business development experience, able to drive change and innovation, spot opportunities and exploit them. Essential

1. **SKILLS/ABILITIES SPECIFIC TO THE POST**

* Strong communications skills to support relationship management with a range of partners and stakeholders. Essential
* Strong leadership qualities to develop and motivate a large team of staff. Essential
* Ability to work as part of the Inverness Castle Experience leadership team. Essential
* Expert knowledge of the F&B market with a demonstrable passion for food products and food ingredients including those with a local emphasis. Essential
* Excellent knowledge of supply chain, supplier negotiation and health and safety. Essential

1. **INTERPERSONAL AND SOCIAL SKILLS**

* The commitment to deliver on High Life Highland’s i-Care people values: integrity, community, accountability, respect and example. Essential
* The ability to generate enthusiasm and commitment to strategies, vision and values. Essential
* The ability to manage and develop successful guest and supplier interaction and to improve and innovate operational processes to best meet visitor needs. Essential

*High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth), employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students.*