**JOB DESCRIPTION**

**Assistant Food & Beverage Manager – SSE Arena Belfast**

**SITE: OTC – Business Unit Based in SSE Arena**

**LOCATION: Queen’s Quay, Belfast, BT3 9QQ**

**RESPONSIBLE TO: Food & Beverage Manager**

**TERMS: 40 Hours per Week. Additional hours will be required to**

**fulfil the requirements of the role**

**DATE: November 2021**

**OVERALL PURPOSE OF THE JOB:**

This is an exciting opportunity to be part of the re-opening of the Odyssey complex. Working to the Food & Beverage Manager, SSE Arena Belfast, this is an essential role within the F&B Management Team, supporting the management of all Food & Beverage concession units. This role will work across site, supporting the F&B operations throughout the Odyssey Group

The Odyssey Trust group of companies is committed to the core ideology of BEET, Best Experience Every Time for customers, colleagues and stakeholders. These principles will be developed with all workers to support outstanding customer. All colleagues are expected to commitment to the core values shown below:

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| **Core Value** | **Behaviour** | **Customer Promise** |
| **Positivity** | Smile, can do  | We will always be helpful, welcoming & enthusiastic |
| **Integrity** | Deliver on our promises | We will be trustworthy & respectful |
| **Commitment** | Go above & beyond  | We will go the extra mile |
| **Innovation** | Find new ways to be better | We will always learn & improve |
| **Teamwork** | Together we achieve more | We will work together to put you first |

**Main Duties:**

1. To report to the Food & Beverage Manager on all customer service, Food & Beverage development and staff training.
2. To maintain close contact with the Arena Food & Beverage Manager, Hospitality Manager, Assistant Hospitality Manager, and the Food & Beverage Office Coordinator on operational and financial aspects of running a busy F&B operation.
3. To assist with the management of staff; to ensure appropriate training and recruitment initiatives, motivating and retaining staff to ensure product and service delivery is always to the highest possible standards.
4. To undertake a range of administrative duties including but not limited to rota management, financial reporting and cash handling.
5. To assist with the stock management process for all Food & Beverage areas, ensuring adequate levels are maintained in line with business needs and wastage is kept to an absolute minimum.
6. To liaise with key constituents within the SSE Arena, Belfast Giants, including but not limited to Commercial Managers, Digital Marketing & Developing Managers, Client Service Coordinators and Operations Managers to ensure that commercial, marketing, and operational obligations associated with Food & Beverage are delivered proactively and in a timely manner.
7. To work closely and proactively with the Food & Beverage Manager, when required, to develop and implement effective Casual Staff Training & Development programmes to enhance commitment, awareness, and confidence pre-event.
8. In conjunction with the Food & Beverage Manager, to monitor, measure and manage the Customer Complaint/Customer Feedback process associated with Food & Beverage to ensure that all complaints are dealt with swiftly with outcomes recorded and monitored.
9. To ensure any complaint ‘trends’ related to food and beverage are detected and acted upon swiftly, with any appropriate levels of training and development, resource allocation or product development applied.
10. To undertake other duties and hours of work, as may be reasonably required which are consistent with the general level and responsibility of this job.

All OTC staff are expected to:

* Be committed to and work in accordance with our health and safety policy and established procedures.
* Be committed to and work in accordance with our Safeguarding Policy and established procedures.
* Maintain excellent working relationships with other staff and volunteers.
* Be flexible undertake such other duties that may be required from time to time in the operation of OTC including working evenings / weekends.

**SELECTION CRITERIA**

###### Minimum Essential Criteria:

1. A relevant degree in hospitality management or equivalent plus a minimum of 1 years’ experience of working in the Food & Beverage, Catering or Hospitality field.
2. OR 3 years’ experience of working in the Food & Beverage Catering or Hospitality field
3. Experience of working in a large-scale bar, restaurant, or casual dining facility.
4. Experience of supervising a team within a hospitality environment.
5. A positive can-do attitude with experience of supporting and motivating staff.
6. High level of flexibility and resilience and the ability to respond to a range of different work situations.

### **Desirable Criteria:**

1. Experience of digital marketing development and support in relation to Food & Beverage, Hospitality and Catering concepts and solutions.

**Salary**

Circa £20,000 to £22,880 per annum dependent on experience plus attractive benefits

###### This is an opportunity for a development role commencing on £20,000 and after training to progress to £22,800