

JOB DESCRIPTION

POSITION	Assistant Operations Manager – Food & Beverage/Events
CONTRACT	Full time, permanent 37.5hrs per week
SALARY	£28,269 - £31,894
RESPONSIBLE TO	
Operations Manager – F&B/Events	
RESPONSIBLE FOR	
F&B Supervisors/F&B Assistants	
ROLE OVERVIEW	
To assist managing the overall operations of the Corporate Events/Food & Beverage department within Glasgow Science Centre. Responsible for delivering GSCs 5-star corporate events and ensuring the efficient operations of our catering outlets including Taste Café, IMAX Coffee Shop & Concessions.	
RESPONSIBILITIES	
<ul style="list-style-type: none"> To assist with the day to day running of the corporate events, F&B café, coffee shop and concessions within GSC. To ensure the customers experience is maintained at all times to the highest standard from front and back of house by ensuring customer satisfaction through providing a 5-star customer service with a welcoming and friendly attitude. To work on the floor across the department including the Café, Imax Coffee Shop, Imax Concession and corporate events. To be always presentable working in a clean professional manner, ensuring appearance is always at a 5-star standard. To continuously work towards improving sales and service. To demonstrate your organisational and leadership skills with a hands-on style, encouraging your team and managing a busy workload. To understand financial reports and budgets, reacting to them with new opportunities for profit generation when necessary. To receive deliveries and oversee the distribution to the designated area. Assist managing stock levels based on requirements of upcoming events, ensuring stock is safely stored and stock checks are carried out in a timely fashion. Monitor any wastage, spillage and losses of stock on and off shift. To lead on sustainability across the department. To oversee cash and credit transactions quickly and accurately within guidelines, focusing staff on promotions/ upselling. To deliver high end food service according to GSC's food hygiene, allergens and health and safety standards. To oversee the set up and breakdown of events in an efficient way according to GSC's guidelines adhering to all health and safety guidelines. 	

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- To ensure all GSC event equipment is kept in good working order, oversee quarterly equipment audits.
- To support and assist managing the team through ongoing evaluations, listening, training and mentoring and identify any staff skills gaps, organising and carrying out related training.
- To attend departmental meetings, training and briefing sessions as required.
- To assist in the evacuation of GSC during an emergency.
- To provide an integrated, co-ordinated and professional level of service to our customers at point of contact.
- To carry out other reasonable duties/tasks as required, deliver and meet the objectives of your team and Glasgow Science Centre.

PERSON SPECIFICATION

Qualifications, Skills & Experience:

- Experience within a cafe, restaurant or retail environment including the supervision or management of staff
- Experience of till operation and cash handling
- Experience of managing stock taking and deliveries
- Experience of hospitality equipment including using Barista coffee machine
- A Personal Alcohol License is desirable
- Strong communication skills
- Strong ability to work in a fast-paced team environment
- Strong understanding of delivering 5-star customer service

Personal Qualities:

- A friendly, professional and hardworking attitude
- Willingness to learn with a can-do attitude
- Team player and works well with others
- High standard of customer service
- A flexible approach to meet overall deadlines and needs of GSC
- Flexible to work evenings, weekends and holidays as required