

# Job Description: Beverage Manager



Function:	Beverage Operations and Control
Job:	Operations
Position:	Head of Bars and Beverage
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Venue Director
Additional reporting line to:	
Position location:	Fulham Pier

## 1. Purpose of the Job

- Present and create new strategies to drive revenue and performance across all beverage-driven areas. Ensure consistency and brand standards are followed across all venues.
- Incentives and support the bar team daily
- Work with a sommelier, mixologist, or outside consultant to ensure we are involved and stay in line with the current market trends.
- Support all bar managers and venue GMs with month-end PNL and cost control.
- Implement systems to ensure all stock processes are transparent and followed by all staff members.
- Ensure stock control measures are transparent and plan regular spot checks and work along the cost controller.
- Plan, organize and analyze all liquor operations to maximum efficiency.
- Identify and implement training plans for the bar team to ensure constancy and progression are present.
- Create relationships with the suppliers and key sponsors and help with contractual assessments involving retro, volumes, targets, etc....
- Support all outlet managers to ensure Menus are updated and support with stock issues and finding new products to fill in any gaps or shortages long-term and short-term.
- Make seasonal changes to all menus involving relevant people whilst ensuring the beverage cost is met
- Heavily involved in recruitment to ensure day to day and events are running smoothly.
- Ensure all bars are set up with health and safety protocols, such as checklists, and the cleaning schedule is updated and executed daily.
- Support the leadership team with any HR issues related to your bar teams, performance issues and progression plans.
- To liaise with key sponsors to ensure product representation is maximized in units
- Maximise the use of the venue EPOS systems, Back Office RMS/RTS and processes
- Support Major Events as required
- Lead on beverage process for external events
- Plan and continually update the beverage labour Rota and costs, ensuring labour spend targets are met
- Manage and reduce wastage and minimise out-of-date stock
- Manage a team of permanent and casual workers to deliver all liquor operations, meeting the expectations of both the client and departmental heads
- Support the maintenance of the e-profit line on all liquor invoice processing

## 2. Dimensions—Point out the main figures/indicators to give some insight into the “volumes” managed by the position and/or the department's activity.

Revenue up to FY25:	EBIT growth:	N/A	Growth type:	N/A	Outsourcing rate:	n/a	Region Workforce	N/A
	EBIT margin:	N/A			Outsourcing growth rate:	n/a	HR in Region	N/A
	Net income growth:	N/A						
	Cash conversion:	N/A						
<div> <div>Budget Breakdown</div> <div> <ul style="list-style-type: none"> <li></li> </ul> </div> </div>								

### 3. Organisation chart

To insert – Reporting into Venue Director, supporting Ops Director, Head of Retail, Brasserie GM and Head of FB – Members Club. Under Head of Bars is Cellar Manager and Beverage Team and Bar Supervisors (dotted)

### 4. Context and main challenges

1. Implement to set up the new stock process for the Fulham pier opening
2. Review itemized monthly stock take for the Venue Director, and in line with Brasserie and Members Club and other stakeholders
3. Ensure labour planning, forecasting and targets are delivered against agreed budget
4. Ensure stock is always secure and that all precautions have been taken to deliver the required level of stock security
5. Ensure an exceptional working knowledge of the Stock Inventory System, which processes all stock purchases, X-Charges (in or out of unit), function stock sheets, and period-end stock audits.
6. Manage all Health & Safety and Safe Systems at Work requirements for the Cellar Department and ensure that all members of the cellar team are fully trained in their tasks
7. Ensure compliance with legislative training for the cellar team operating machinery (such as forklifts) and keep an audit trail of the necessary paperwork to evidence such training.
8. Manage multi-site cellars, ensuring all stock is stored, requisitioned and delivered appropriately and in a timely manner
9. Manage events on all areas simultaneously.
10. Recruit, coach and support the permanent and casual cellar team, flexing labour to meet peak demand
11. Ensure all staff under the cellar manager are wearing the appropriate PPE and understand the importance of this

### 5. Stock control overview

- Plan & Organise beverage stock deliveries, to ensure that all stock requirements are ready for use, when required.
- Optimise beverage department labour productivity, in conjunction with the Assistant Cellar Manager, looking ahead to key dates such as events, external events and every day volume.
- Deliver required targets, K.P.I.'s and objectives for all race days, Conference & Events functions
- Managing all aspects of Health & Safety and Safe Systems at Work for the Cellar department and ensure that all team members receive the required training for the tasks they are required to carry out, thus creating a zero-harm environment.
- Challenge the performance and work methods of the Cellar Team to deliver efficiency.
- Timely placement of all beverage orders to meet business demands via the Ascot Kappture Stock Control System.
- Ensure all draught facilities are ready for operation.
- Ensure all beer lines are cleaned and maintained.
- Be the point of contact for the draught maintenance with the beer sponsor.

- Ensure that all beverage stock write offs are accurately recorded and reported.
- Management, control and tracking of stock 'life' dates and bin end stocks to reduce out of stock product.
- Walk areas to ensure beer keg fridges are clean and tidy and stock is correctly and safely stored.
- Plan work rotas to ensure labour spend is within the agreed budget.
- Ensure shortages of stock are reported in good time to the relevant departments (e.g., wine vintages).
- Responsible for the running and maintenance of all fork-lifts.
- Plan & Organise beverage stock deliveries, to ensure that all stock requirements are ready for use, when required.
- Optimise beverage department labour productivity, in conjunction with the Assistant Cellar Manager, looking ahead to key dates such as Royal Ascot, summer racing and 1711 by ascot external events.
- Deliver required targets, K.P.I.'s and objectives for all race days, Conference & Events functions and 1711 by ascot external events.
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## 6. Accountabilities

- Stock management inc. Systems and processes
- Departmental Labour Management and Accountability
- Client, Customer and internal HOD satisfaction
- Stock holding quantities and values to be in line with business volume requirement
- Zero-harm Health and Safety culture that ensures a safe working culture for all team members
- Achievement of personal and business objectives within the Ingenium & Aspire process
- Weekly Safety Walk and Near-Miss Process Report Completion

## 7. Person Specification

### Essential

- Experience of managing a large budget and complex beverage operation
- Committed to raising the standard in every aspect of working life
- Committed to deliver against the core values: elegant, original and uplifting
- Ability to work under pressure and deliver against deadlines
- Ability to communicate in a proactive and positive manner and build team relationships
- Professional presentation and conduct, to be able to interact with customers, clients and peers, alike
- Microsoft Office competency, with good knowledge of Excel, Word and PowerPoint
- Man-management and leadership skills
- Demonstrate an organised and analytical mind

### Desirable

- Clean Driving License
- Forklift License experience
- Personal Liquor License preferable or at least knowledge of licensing law
- Wine and Spirit Knowledge preferable

## 8. Competencies

■ Decision Quality	■ Develops Talent
■ Ensures Accountability	■ LTIR Awareness
■ Brand Notoriety	■ Builds Effective Teams
■ Drives Results	■ Communicates Effectively

## 9. Management Approval

Version	1.2	Date	21 <sup>st</sup> December 2021
Document Owner			