

Function:	Sodexo Live!
Position:	Constance Beverage Manager
Job holder:	N/A
Date (in job since):	
Immediate manager (N+1 Job title and name):	Kevin Cancela – Head of Bars and Beverage
Additional reporting line to:	
Position location:	Fulham Pier, London

1. Purpose of the Job – State concisely the aim of the job.

On Everyday Mode: the Constance Beverage Manager is responsible for leading all beverage operations within Constance, delivering service and product standards aligned with a Michelin-star-level restaurant and the culinary vision of renowned chef Adam Byatt

- The role oversees the complete beverage experience, from beverage service to bar operations, stock management and team performance, ensuring exceptional attention to detail and consistently high standards of guest service
- Working closely with the Constance Restaurant Manager, Head Sommelier and wider Constance team, the Beverage Manager ensures that the beverage programme complements and supports the premium positioning of the restaurant.
- The role is also responsible for maintaining product quality, developing the beverage team, controlling stock and costs, and ensuring full compliance with licensing, food safety, health and safety, and operational standards.

On Match Day Mode: the Constance Beverage Manager is responsible for leading the beverage operation across all Level 1 premium hospitality areas, including Constance, Originals, Thames Bar and Water's Edge, ensuring a consistent and high-quality beverage experience throughout the floor

- The role is focused on delivering premium football hospitality at Fulham FC, overseeing the preparation, service and operational execution of all beverage areas before, during and after fixtures. This includes leading and coordinating the beverage teams, maintaining service standards during high-volume periods, managing stock and product availability, and ensuring each space delivers an experience appropriate to its individual hospitality concept.
- Working closely with the Fulham FC and Partnership teams, the Constance Beverage Manager also supports the development and execution of match-day beverage activations aligned with the Club's official beverage partners. This includes implementing branded experiences, product launches, premium serves and other commercial activations while ensuring they complement the overall guest experience and positioning of Fulham FC's premium hospitality offering.
- The role requires strong operational leadership, commercial awareness and close collaboration with internal and external stakeholders to ensure beverage standards, partner commitments and guest expectations are consistently delivered across all Level 1 hospitality areas.

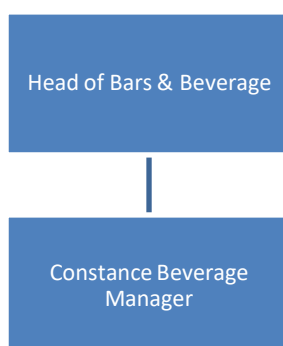
Key responsibilities include:

- Supervising the beverage service team, ensuring high standards of service and professionalism on Every day and Match Day mode.
- Managing the stock, inventory, and ordering processes to ensure the bar is well-stocked with quality beverages.
- Ensuring compliance with licensing regulations and maintaining health, safety, and cleanliness standards.
- Overseeing the preparation and presentation of all beverages, ensuring consistency and quality
- Responsible for managing Constance beverage labour costs and achieving beverage GP targets in line with budget.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY26:	n/a	EBIT growth:	n/a	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	n/a						
		Net income growth:	n/a			Outsourcing growth rate:	n/a	HR in Region	Katie Pollington

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Ensure the smooth running of the bar during peak service periods, particularly on matchdays, while maintaining high standards of service and product quality.
- Manage beverage costs and stock levels efficiently to avoid wastage and ensure profitability.
- Maintain compliance with all licensing, health, and safety regulations, ensuring the team adheres to these standards at all times.
- Handle customer complaints or issues with professionalism and ensure a positive guest experience.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Lead the bar team, overseeing daily beverage operations and ensuring high-quality service during matchdays and non-matchday events.
- Monitor the preparation and presentation of all beverages, including alcoholic and non-alcoholic drinks, ensuring they meet the required standards.
- Manage the beverage stock, ensuring accurate inventory levels are maintained and orders are placed in a timely manner to avoid shortages.
- Conduct regular stock checks and liaise with suppliers to ensure timely deliveries and manage costs effectively.
- Ensure compliance with licensing laws and that all team members adhere to regulations regarding the sale of alcohol.
- Train and mentor, the beverage service team, ensuring they are knowledgeable about products and service standards.

- Monitor customer satisfaction, responding to any issues or complaints related to beverage service promptly and professionally.
- Collaborate with the kitchen and restaurant management team to ensure smooth coordination between the bar and front-of-house operations.
- Ensure cleanliness and organisation behind the bar, always maintaining hygiene and safety standards.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Ensure the consistent delivery of high-quality beverage service, maintaining high levels of guest satisfaction.
- Efficiently manage beverage stock and inventory, ensuring that the bar is always adequately stocked with quality products.
- Maintain compliance with licensing laws and health and safety standards, ensuring all team members follow the necessary regulations.
- Train and develop the bar team, ensuring they are knowledgeable and provide excellent service to guests.
- Ensure the labour cost is always aligned with budget

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Proven experience managing beverage operations, ideally within a Michelin level restaurant or hospitality setting.
- Strong knowledge of beverage products, including wines, spirits, and cocktails.
- Experience in managing bar stock, inventory, and ordering processes.
- Ability to lead and motivate a team, ensuring high standards of service and professionalism.
- Knowledge of health, safety, and licensing regulations related to beverage service.
- Excellent communication and interpersonal skills, with the ability to interact with guests and resolve issues promptly.
- Flexibility to work during peak periods, including weekends, evenings, and matchdays, as required by the business.

8. Management Approval – To be completed by document owner

Version	1	Date	06/03/2026
Document Owner	Ashley Hewlett		

9. Employee Approval – To be completed by employee



Employee Name		Date	
---------------	--	------	--