



# Job Description

**TITLE:** Food and Beverage Manager  
**DEPARTMENT:** Front of House  
**REPORTS TO:** Head of Operations (Front of House)  
**REPORTEES:** Bar Manager, Concessions Manager, Coffee Shop Manager

Ashton Gate Stadium is a unique sports and entertainment business with the core aim of providing integral support services to ensure the sustainability of Stephen Lansdown's sporting group of companies which includes Bristol Sport, Bristol City, Bristol Bears, Bristol Flyers Basketball and each of their respective community charities.

## **JOB PURPOSE/OBJECTIVES**

Lead all aspects of food and beverage operations within the Stadium, overseeing the delivery of F&B on key event days.

Leading the F&B strategy, responsibility for meeting and exceeding targets to deliver a profitable F&B operation across the venue. With a keen eye for detail, ensure that high standards are maintained across the department.

This role is vast and requires an individual with tenacity, experience across retail and F&B operations and a strong track record in delivering excellent stock results; ensure our bars, VIP lounges and service standards stay ahead of the game, encouraging innovative ideas to help drive local revenue.

## **KEY RESPONSIBILITIES (KPIs)**

To manage the supply and range of F&B products across the estate, ensuring the best quality and variety of products are available for our customers.

To monitor and progress the effectiveness of retail concepts across the estate in line with venue KPIs and manage the implementation of new F&B concepts, including activations.

To manage relationships with key F&B suppliers, negotiating contracts to ensure best possible value for the venue

Work alongside the Front of House Events team to maximise revenue ensuring that key performance indicators (KPIs) are achieved; including but not limited to spend per head, mystery shopper reports, payroll management and stock control.

Manage all stock levels and storage within the stipulated areas. Complete weekly audits of stock and oversee monthly external stock audits.



## KEY RELATIONSHIPS

Front of House team and the wider Ashton Gate teams, other Department Managers, including the Senior Leadership Team and key external clients

## ESSENTIAL SKILLS

This role is challenging and requires an individual with tenacity and experience hosting multiple simultaneous events, retail and F&B operations, with a strong track record of delivering in a fast-paced environment.

The role requires someone who enjoys developing innovative ideas to drive revenue and implementing new concepts that enhance service standards and keeps us ahead of the game.

## Health and Safety

- Responsible for ensuring all health and safety procedures are followed at all times, with relevant paperwork to support
- To ensure all employees complete their trained required to do their job
- Report all incidents and accidents as required
- To report any hazards detected
- To complete and review the risk assessments for the department

## Human Resources Activities (only applicable to management)

- Supports a departmental induction program for employees to receive the appropriate new hire training to successfully perform their job
- Ensures employee understand expectations and parameters
- Participates in the employee performance appraisal process, providing constructive feedback as needed
- Ensure employee holiday allocation is utilised on a quarterly basis
- Lead in the recruitment of new employees ensuring best practice and hiring the right applicant for the role

## Equal Opportunities

We are committed to the principle of equal opportunity and its policies for recruitment, selection, training, development and promotion are designed to ensure that no employee receives less favourable treatment on the grounds of race, colour, nationality, religion or belief, sex, sexual orientation, marital status, age, ethnic and national origin, disability or gender reassignment.

## Safeguarding

Ashton Gate Ltd is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees to share this commitment.

**Salary:** circa £35,000 per annum

