



Job Description

Job Title	Hospitality Manager
Directorate	City Development
Service Area	City Halls
Grade	6
Competency Level	2
Salary	£31,099 - £35,411
Job Type	Office Based
Location	City Halls
Disclosure and barring service (DBS)	Enhanced DBS
Job Evaluation Ref No	

Job Purpose

You will be responsible for managing Food & Beverage operations on all designated activity taking place within City Halls, delivering both an excellent client experience and a profitable business.

Directly Responsible For:

City Halls Food & Beverage Supervisor

Sub-contracted & 3rd party catering & hospitality personnel.



Directly Responsible To:

St Georges Hall Operations Manager

(Dotted line to Town Hall & Croxteth Operations Manager when working in that specific building)

Main Areas of Responsibility:

- You will work flexibly across the exciting, busy and fast paced City Halls, providing 'hands on' hospitality support in the delivery of all activity taking place.
- You will lead on commercial bars, internal catering and hospitality management, providing a comprehensive and exceptional service to City Halls clients, of varying audience sizes ranging from 10 – 1000 guests.
- You will lead on the provision of Civic hospitality at Liverpool Town Hall as and when needed.
- You will manage, plan, forecast and co-ordinate all aspects of Food & Beverage operations for City Halls ensuring all requirements are efficiently and economically resourced, budgets are balanced, and income is maximised.
- You will embed the use of the Venue Management system across all catering activity in order to create efficiencies, streamline processes, review SOP's, produce reports and improve communication and record keeping.
- You will manage the planning and delivery of hospitality services at designated events, ensuring clients' expectations are met in relation to: quality of service, quality of products and quality of staff & equipment.
- You will attend operational meetings with the Venue / Events & Operations Managers to plan & agree the hospitality requirements relating to forthcoming events as well as de-brief on previous events.
- You will manage, lead and motivate the catering extended team by attracting, recruiting, training and appraising relevant personnel on an ongoing basis.



- You will manage 3rd party caterers using City Halls bar and kitchen areas, ensuring all terms and conditions of the 'Caterers Handover Document' are met
- You will liaise with clients, to discuss catering requirements for planned events, advising solutions to enhance or improve the experience and increase income.
- You will ensure all catering front of house and back of house, maintenance, cleansing & housekeeping is immaculate at all times with management procedures in place to ensure consistency of upkeep in all service areas, storage areas and kitchen areas.
- You will ensure relevant hospitality provision to clients, VIP's & Lord Mayor, producing menu options, producing cost pro-formas, purchasing quality food and drink goods and continuously making necessary improvements to service delivery whilst increasing income.
- You will manage and maintain an inventory of all stock with relevant control records, as well as 'opening and closing' stock control reports following full bar operations.
- You will be a key user of a Venue Management System to view event diary and Event Specification requirements for forthcoming activity.
- You will review Event Specification documents which accurately communicate the client requirements, flagging up anomalies or information gaps such as attendees, equipment hire, table plans, catering etc.so that consistently exceptional standards of service and hospitality are delivered for all events.
- You will support the Facilities Manager, Facilities Officer & the Venue / Event & Operations Team in ensuring complete compliance with all Health & Safety requirements applicable to the premises, organising, implementing, managing & controlling all aspects of HASWA, leading on specific allocated tasks such as catering/kitchen equipment checks.



- You will be responsible for the management, maintenance & upkeep of all catering equipment with relevant records to ensure all Health and safety compliance.
- You will have a good working knowledge of Health and Safety practices, with particular reference to Food Hygiene and Risk Assessments for kitchen/equipment /service areas within City Halls.
- You will work in line with robust Standard Operating Procedures in relation to all service provision and activity, with particular regard for Health & Safety and security.
- You will ensure all relevant documentation & sign-off sheets are completed and returned to the relevant Venue / Event & Operations Manager, reporting any Health & Safety concerns, failings, defects or maintenance issues in a timely manner.
- You will be a designated First Aid responder.
- You will work in collaboration with the Venue / Event & Operations team to continually improve event delivery, customer experience and site safety, as well as continually looking to improve the efficiency of the services offered.
- You will have a personal drive, passion and determination for continuous improvement of all activity taking place within City Halls, so that you and the venues are viewed as a shining example of excellence to all visiting clients & customers.
- You will be an approachable and attentive people-person with a 'can do' attitude, prepared to help our customers and the rest of the team in a willing and positive manner, always maintaining a professional demeanour.
- You will be visible to the customer, look immaculate and have an engaging manner to perform a 'meet and greet' role at events for prestigious corporate and independent clients, ensuring the customer experience is second to none at all times
- You will show exceptional attention to detail, a sense of pride and ownership, ensuring all public areas, storerooms, basements and their contents are kept



clean and tidy, with a management routine in place to ensure their continual upkeep.

- You will ensure management & storage of all equipment, kit and furniture after use, reporting any damage or loss to Venue / Events & Operations Management.

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversation, quality annual appraisals and regular workforce planning and development.
- Manages performance and behavioural issues effectively.

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.
- You will manage all hospitality budgets and produce management reports in relation to sales and productivity costs, staffing, footfall and quality assurance in relation to events and operations at City Halls.
- You will ensure all Food & Beverage staff are commercially aware and knowledgeable of new products to maximise income opportunities by targeting sales of specific products.
- You will take responsibility for the financial safekeeping of monies, liaison with LCC finance team, banking administration and all aspects of financial transactions
- You will support income generating activities and initiatives delivered at City Halls by providing catering support, advice and guidance as and when needed.



- You will produce business cases as and when required for proposed venue/equipment improvements or contribute information for procurement purposes.

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

Physical Demands of the Job:

- The needs of our busy venues are fluid; working in this role is not a 9am-5pm / Monday to Friday role. You agree to work flexibly over a 7-day week when required, which may include unsociable hours, weekends and bank holidays; this will be allocated on a roster basis
- Whilst you may be allocated a primary place of work, you agree to work flexibly across St George's Hall, Liverpool Town Hall and Croxteth Hall to support the delivery of all scheduled activity
- As a direct reflection of our business, you will take personal pride and maintain a high standard of professional appearance whilst on duty.
- This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility; it is inevitable over time that the emphasis of this job will change, as business needs evolve.

Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.



- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 2.

[The competency framework can be found here.](#)

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Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Relevant Food Hygiene and On-License qualification (A/I)
- Substantial experience of managing & operating high volume bars (circa 1000 guests) including knowledge of Licensing regulations (A/I)

Experience

Essential

- A good working knowledge of HASWA, with particular reference to Method Statements and Risk Assessments and their implementation within a Food & Beverage environment (A/I)
- Experience of delivering to event specifications & client requirements within a specified time frame, producing staff rosters to ensure service excellence within commercial parameters (A/I)
- Experience of creatively delivering & managing Food & Beverage operations, across more than one location (both indoor & outdoor) whilst maintaining excellent customer service (A/I)
- Experience of financial management, cash handling, banking procedures and administration in line with LCC regulations as well as retail management systems such as merchandising selection, till systems, SAP, financial reporting, stock control and warehouse management (A/I)



- Experience of working in a customer focussed environment within a hotel / hospitality / attraction venue (A/I)
- Excellent verbal communication skills with a polite, friendly, engaging and personable manner - passion, enthusiasm, flexibility and a commitment to excellent customer service are the key criteria (A/I)

Skills/Abilities

Essential

- Ability to lead, manage, train and motivate a sub-contracted Hospitality Team on all commercial & operational activity taking place at designated locations. (A/I)
- Ability to work to a very high standard, in line with robust Standard Operating Procedures in relation to all service provision and activity, with particular regard for Health & Safety within food & beverage service areas (A/I)
- Financially aware & commercially astute; you are able to fully consider the financial implications of all activities; monitoring expenditure and ensuring true value for money is delivered, including the control of budgets and production of financial management reports (A/I)
- You'll need exceptional attention to detail with the ability to multitask in a high-pressure environment, working to tight deadlines and shifting priorities (A/I)
- An approachable and attentive people-person with a 'can do' attitude, prepared to help our customers and the rest of the team in a willing and positive manner, maintaining a professional demeanour at all times (A/I)
- Ability to work in a busy, demanding environment, and adapt to new approaches to service delivery in day-to-day operations, events and commercial ventures (A/I)
- The ability to carry out manual handling duties for items of varying size and weight, in relation to room set up /de-rig, stock deliveries and equipment movement etc. working to manual handling procedures (A/I)



- Experience of managing stock, stock rotation and stock and consumables ordering (A/I)
- You must be punctual and presentable and able to make decisions on your own initiative in everyday tasks (A/I)

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- An enthusiastic, self-motivated, positive, and professional manager with an adaptable, flexible approach to work

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level