



Hello,

Thank you for your interest in the role of Catering and Events Manager at the Bluecoat.

Catering is a vital element of Bluecoat's business. We are seeking an exceptional and motivated individual to deliver top quality customer experiences as we work towards achieving our aim for 2030 to host 1.4 million visits per year to our historic city centre building.

Our aim is to provide relaxed, open and welcome spaces that connect people with the process of creativity and deliver an affordable food and beverage offer that encourages people to stay to enjoy freshly made food from locally-sourced produce representing value for money.

We are looking for someone who can inspire and motivate staff to provide the best experience for our customers. The successful candidate will have excellent communication skills, significant catering management experience and be able to thrive in a busy environment.

This job pack provides further background on Bluecoat and the essential skills needed for the role.

We look forward to hearing from you.

Best wishes,

Mary Cloake
Chief Executive, Bluecoat

In this job pack you will find:

1. About the job
2. How to Apply
3. About Bluecoat
4. Job Description and Person Specification
5. Further information

1. About the job

JOB TITLE: Catering and Events Manager

Salary: £30,000 – £35,000 depending on experience

Contract: Permanent

Line managed by: Head of Projects

The Catering and Events Manager is a pivotal part of the Bluecoat's operations, responsible for ensuring our visitors have an outstanding experience.

Trading at the Bluecoat is a wholly owned subsidiary of Bluecoat which shares its values. It supports the delivery of Bluecoat's vision by generating the profit it needs to deliver its artistic and creative plans. We have a healthy events business including weddings, corporate hires and special occasions.

This position will be responsible for ensuring the smooth running of all catering functions and events at Bluecoat, ensuring the front of house staff are motivated and productive, and providing leadership to kitchen staff. As an increasingly important part of the business, you would be responsible for ensuring the catering and events operation was profitable.

2. How to Apply

You can apply for this role using the **Application Form** and **Equal Opportunities Monitoring Form** only. We will not accept CVs.

Either 1) submit both these forms (in Word or Google Document format) by email to recruitment@thebluecoat.org.uk quoting "Catering and Events Manager" in the subject line.

or 2) send both completed forms by post to:

Recruitment, Bluecoat, School Lane, Liverpool L1 3BX

After shortlisting against essential and desirable criteria detailed in the person specification, shortlisted candidates will be invited to interview.

3. About Bluecoat

Background

Bluecoat is Liverpool's centre for the contemporary arts - a bustling cultural venue that sees 700,000 visits each year. Our city centre positioning, our building's heritage, and our hospitality business help attract an audience that is diverse in age, gender, disability, ethnicity and socio-economic background.

We host a regular programme of exhibitions, live events, workshops and discussions covering a range of art forms including visual art, music, dance and literature. Our participation programme enables people who might otherwise face barriers to engagement to be involved in the contemporary arts. Bluecoat, based in a grade I listed building, is also home to a community of creative retailers, working artists' studios, a cafe and a bistro.



History

The oldest building in Liverpool city centre, Bluecoat has a fascinating history. It started life as a church charity school for orphans 300 years ago. The school moved to Wavertree in 1906 and the building has been an arts centre, the first in the UK, ever since.

Bluecoat's eighteenth-century origins are connected to the sea, when many merchants supported the school with funds derived from maritime trade, including transatlantic slavery. The arts centre continues to interrogate this and other colonial histories through exhibitions, performances and projects, working with artists and communities, as well as ongoing research.

Bluecoat has always played a major part in Liverpool's cultural life, from hosting the likes of Picasso and Stravinsky during the early twentieth century, to developing

relationships with artists such as Yoko Ono and George Melly. Its public programmes have attracted national acclaim for hosting leading figures from the arts and entertainment worlds while nurturing new talent locally.

Surviving wartime bombs and turbulent political and economic times, Bluecoat remains a symbol of Liverpool's resilience and creativity. Today, it is more popular than ever, with its mix of architecture, arts, shops, café, a garden to relax in, and a wealth of stories.

Vision

Bluecoat is entering an exciting period of change. We have a new ten year strategy which outlines our ambition to provide a space for the public to experience contemporary art and visual culture in new and exciting ways. As a worksite for artists we will experiment with new ways of bringing process and progress into the public domain, working in purposely inclusive ways with artists who find this an exciting prospect. We will open up our building's cultural legacies to artists and audiences through interpretation, engagement and research. Our hospitality and catering is a key element in achieving this vision.

Brand

Bluecoat has recently undergone a rebranding process resulting in four new brand pillars, a new communications principle, new visual identity and tone of voice. The four pillars each represent a priority area for the Bluecoat over the coming years - not necessarily where we are as an organisation, but where we are heading:

1. Breaking new ground

Bluecoat is Liverpool's contemporary arts centre - the first, the original. A place defined by 100 years of radical thought and creative reinvention. An independent arts centre that continues to nurture artistic talent and break new ground. Part of Liverpool's past, key to its future. Liverpool has the fastest growing city centre population in the UK, growing 181% between 2002-2015.

2. Unlocking the creative process

Bluecoat brings people into the heart of the creative process, creating new opportunities for individuals and communities to interact with artists as they work. A place not just to look at but to engage with art.

3. Inspiring curiosity

Bluecoat is a creative playground, a supportive space in which to unearth new ideas and embrace something out of the ordinary. It is a place that sets out to inspire: here, you can make, debate, and participate in new and unexpected ways.

4. Purposefully inclusive

Bluecoat is an inclusive home for artists and creative practitioners. A place that sees potential in many voices under one roof. A platform for artists with different viewpoints and from backgrounds under-represented in the sector. Here, artists can find their voice and share their work with a wider and more diverse public.

Equal opportunities

Bluecoat is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, transgender status, religion or belief, marital status, or pregnancy and maternity. Bluecoat is an equal opportunities employer and will provide reasonable support throughout the recruitment process to applicants who have a disability.

4. Job Description & Person Specification

Job Title Catering and Events Manager	
Responsible to	Head of Projects
Main purpose of job:	You will be responsible for managing all catering operations across the Bluecoat as well as overseeing third party hires and events, to create an exceptional visitor experience and to maximise profitability, an essential part of Bluecoat's financial sustainability as a charity.
About the Team:	<p>This role will sit within the Trading Team and you will have direct line management responsibility for the catering team.</p> <p>You will work closely on sales and product development with colleagues in Marketing & Communications and our new Business Development team. On a day to day basis you will liaise closely with Operations/Venue, Finance, Programme and Participation to provide a joined up approach to an exceptional customer experience at the Bluecoat.</p>
Internal communication	Participation, Programme, Marketing & Communications, Buildings, and Finance.
External communication	Suppliers, customers, sales contacts, peer organisations in Liverpool and nationally.
Budget responsibility	You will be responsible for the overall catering budget which currently has sales of c £500,000 and ambitious three year growth targets
Responsible for:	This role has a number of direct reports: Chefs, Catering Operations Manager & Event Sales Co-ordinator.
Hours of work	Hours: 40 hours per week  a flexible working pattern of 5 days across 7 is required, as Bluecoat operates 7 days a week.
Location	Bluecoat Liverpool L1 3BX
Salary	£30,000 – £35,000 depending on experience.
Contract Type	Permanent
Holidays	33 days per year including Bank Holidays . As Bluecoat is open all year round (with the exception of Christmas Day, Boxing Day and New Year's Eve Day), if Bank holidays fall on normal working days these will be expected to be worked, unless pre-booked as holiday.

MAIN RESPONSIBILITIES

- Lead the delivery of the catering offer across the venue, managing staff and contributing to the long term growth of our catering business
- Maintaining a high standard of daily operation and delivering top quality events
- Manage and oversee events where catering support is required
- Managing budgets and costs
- Work closely with the wider team to ensure the catering offer is well received
- Development and training of staff
- Liaising with clients regarding their event catering requirements
- Monitor and order stock
- Ensure the business meets its targets for gross margins and staff costs
- The post holder will be the Designated Premises Supervisor and hold a Personal Licence

RESPONSIBILITIES

Within the catering operation you will be responsible for:

Performance Management

Setting, monitoring and achieving sales and profit targets with Head of Projects or Business Development, to drive highly efficient cost control measures.

Manage, develop and lead the catering team to provide the highest quality eating experience for our visitors, which pre-Covid were in excess of 700,000 per year, whilst achieving catering targets and delivering high standards of customer service, food safety, Health and Safety, COSHH, HACCP, till procedures, and licensing.

Ensuring food is prepared to the highest standards of quality and presentation and developing, where appropriate, bespoke menus and dishes/products for events.

Provide exemplary customer service to all who visit Bluecoat and ensure excellent standards of venue, staff and personal presentation at all times

Staff Management and Performance

Responsible for recruitment, management and development of a high performing catering team.

Business Development

Act as the key point of contact for catering at the Bluecoat, with responsibility for devising and implementing catering business plans, identifying opportunities for growth, liaising

with Head of Business Development and realising growth opportunities and/or reduce the cost base.

Events:

Co-ordinate and deliver events, to achieve income and profit targets.

Monitor current and future catering operating processes and policies and identify improvements that will enhance the visitor experience, increase profitable sales or reduce the cost base.

Financial Management:

Achieve all targets, income, expenditure, wage ratios, surplus and key performance indicators daily, and identify and capitalise on additional opportunities (e.g. events and hospitality).

Assist in the preparation of business cases ensuring that all investments are properly justified and prioritised

Responsible for sourcing, securing and managing supplier relationships to maximise economies of scale.

Stock Management:

Ensure stock management and stock taking procedures are appropriate and are fully understood and adhered to by the catering staff in order to minimise stock loss and wastage.

Safety & Compliance:

Ensure all health and safety, food safety, allergen and HACCP policies, risk assessments, compliance and procedures pertaining to catering are adhered to.

Responsible for maintaining catering equipment reporting faults to Venue

Keep abreast of legislation and best practice in the field of catering and share all knowledge

Team Work

Team work: contributing to overall commercial targets, supporting site operations and managing relationships with other teams on site through effective communication and cross-working.

Fulfil the role of Duty Manager on a rota which includes locking and unlocking the Building.

Person Specification

We are seeking a motivated individual with previous catering management experience in a busy environment.

Please read this section before starting your application

All the criteria in this person specification are important, but those headed Essential are the most important requirements. Please make sure you give examples of how you meet the essential criteria when writing your application. Those marked Desirable should be referred to if you have them.

Please tell us about any transferable skills that you have which support you meeting the Essential and Desirable criteria for the role.

Your application will be scored on the criteria in the person specification, and the more criteria you can demonstrate through examples will increase your score. This will determine whether you are invited to interview. If invited to the interview stage, your suitability for the job based on these competencies will be assessed further.

Essential

You'll need to have:

- Experience managing bars, cafes and delivering events
- Excellent communication and interpersonal skills with the ability to lead and motivate staff, ideally with a proven track record of positive line management and evidence of exceptional teamworking skills
- Proven abilities in budget management, stock control and cost control with good numeracy and financial skills and experience
- Food hygiene level 2 or higher
- Administrative ability and excellent IT skills
- Designated Premises Supervisor and Personal Licence holder

Desirable

1. Evidence of drive and determination to improve standards and profitability
2. A well-organised approach to work with flexibility and the ability to solve problems in a pressurised environment

3. Experience of managing budgets with Xero or similar and online stock control systems.
Values and behaviours
Essential
1. Uphold Bluecoat's values as an inclusive and collegiate organisation
2. A supportive and empowering approach to working with colleagues and volunteers.
3. A sensitive approach to managing group dynamics.
4. A positive attitude to tackling challenges and collaborative problem solving.
5. An honest and open approach to internal communication along with an awareness of the importance of discretion and sensitivity.
6. A genuine commitment to the principles of equal opportunity and cultural diversity, including actively contributing to Bluecoat's Equal Opportunities policies.
7. A passion to contribute to Bluecoat's ambition to make the contemporary arts alive to all through provision of exceptional experiences
8. A commitment to maintaining a safe workplace including carry out all duties with full regard to and Health and Safety policies

5. Further information

For more information about Bluecoat, visit our website thebluecoat.org.uk

Have a look at our social platforms:

Facebook: facebook.com/theBluecoat

Twitter: [@thebluecoat](https://twitter.com/thebluecoat)

Instagram: [@the_bluecoat](https://www.instagram.com/the_bluecoat)

We look forward to receiving your application!