

Hello,

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

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

Our aim at the Bluecoat is to provide a relaxed, open and welcoming experience to our visitors, to offer new opportunities for them to connect with creativity, whilst delivering an affordable food and beverage offer. Visitors to the Bluecoat can enjoy freshly made food from locally-sourced produce, and discover contemporary art and 300+ years of history in our beautiful Grade I listed building.

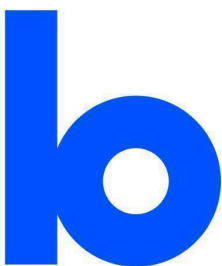
We are looking for someone who can inspire and motivate staff to provide the best experience for our customers. The successful candidate will have excellent communication skills, significant catering management experience and be able to thrive in a busy environment.

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

We look forward to hearing from you.

Best wishes,

Mary Cloake
Chief Executive, Bluecoat



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In this job pack you will find:

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2. How to Apply
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1. About the job

JOB TITLE: Catering Manager

Salary: circa £30,000 depending on experience

Contract: Permanent

Line managed by: Head of Catering and Events

The Catering 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 the Bluecoat, which shares the charity's values. It supports the delivery of the Bluecoat's vision by generating the profit it needs to deliver its year round programme of exhibition and events, participation projects and maintain its Grade I listed building. Along with a gallery, café, garden, retail spaces and artist studios, the Bluecoat houses several spaces for hire, hosting a variety of events and occasions such as weddings, corporate away days, meetings and celebrations.

This position will be responsible for ensuring the smooth running of our Café small functions and events, ensuring the front of house staff are motivated and productive. 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



Closing date for applications: Fri 3 Jul, 5pm

Interviews are expected to take place: Wed 15 & Thu 16 Jul

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

3. About Bluecoat

Background

The 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. The 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.

The 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. For more on Bluecoat's history visit our online archive:

thebluecoat.org.uk/library

Vision

The 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

The 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 Manager
Responsible to	Head of Catering and Events
Main purpose of job:	You will be responsible for managing the Café and overseeing small meetings including corporate and private hires across the Bluecoat, 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 assistants and Café Supervisors.</p> <p>You will work closely with the Head of Catering and Events on sales and product development to grow income and profitability. On a day to day basis you will liaise closely with the wider team including Kitchen,</p>



	Sales and Events, Operations/Venue, Finance, Programme and Participation to provide a joined up approach to an exceptional customer experience at the Bluecoat.
Internal communication	Kitchen, Sales & Events, Participation, Programme, Marketing & Communications, Business Development, Buildings, and Finance.
External communication	Suppliers, customers, sales contacts, peer organisations in Liverpool and nationally.
Budget responsibility	You will be responsible for the Café budget which currently has sales of c £420K and ambitious three year growth targets
Responsible for:	This role has a number of direct reports: Catering Assistants, Café Supervisors
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, School Lane, Liverpool L1 3BX
Salary	c @£30,000 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.

Principal Duties

- Manage, develop and lead the Café team to provide the highest quality eating experience for our visitors, whilst achieving catering targets and delivering high standards of customer service, food safety, Health and Safety, COSHH, HACCP, till procedures and licensing
- Develop and implement systems and ways of working to ensure the team work efficiently
- Maintain a high standard of daily operation and delivering top quality events
- Manage and oversee events where catering support is required
- Managing delegated 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



Principal Responsibilities

Within the catering operation you will be responsible for:

Performance Management

Implement plans to achieve income and profit targets for the café whilst driving highly efficient cost control measures.

Ensure food is prepared to the highest standards of quality and presentation.

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

Staff Management

Develop and implement policies, procedures and standards to enhance guest satisfaction streamline operations and maintain compliance.

Monitor and manage staff performance and training / support needs.

Assist with the management and development of staff including induction, relevant training and carrying out appraisals.

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

Compile staff rotas in line with operational requirements ensuring hours are correctly recorded for payroll

Business Development

Contribute to the development of catering business plans, identifying opportunities for growth, liaising with Head of Catering and Events and realising growth opportunities and/or reduce the cost base.

Events:

Co-ordinate and deliver small 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:

Monitoring financial performance, managing budgets to maximise revenue and profitability.

Achieve income targets ensuring cost ratio targets including food and beverage costs/gross margins, staff costs/gross margins and other ancillary costs are met.

Ensure all staff are proficient in cash and transaction handling procedures.

Daily reconciliation of tills, identifying and following up any discrepancies.

Adhere to Bluecoat's financial procedures with regards to processing and handling transactions.

Stock Management:

Ensure stock management procedures are appropriate, 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 Café catering equipment reporting faults to the Head of Catering and Events.

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. 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.

Skills, experience and values:

Desirable

1. Experience in a management or leadership role
2. The ability to inspire a team and bring new ideas to the table
3. Some experience in hospitality is preferred, however, we are open to candidates from a range of backgrounds
4. Experience feeding into and implementing policies and procedures.
5. The role will be both operational and office based so the ability to be flexible and resilient is a bonus.

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

Instagram: @the_bluecoat

TikTok: tiktok.com/@the_bluecoat

We look forward to receiving your application!

