Hello!

Thank you for your interest in the Front of House Supervisor role.

Trading at the Bluecoat is looking to recruit an enthusiastic Front of House Supervisor to take the lead on all elements of our catering operation, and create an amazing environment to ensure visitors to the Bluecoat’s café and bistro have a great time.

This is a great time to join the Bluecoat, with Eurovision celebrations and Liverpool Biennial coming up, and exciting plans for the future.

This application pack will give you more information about the role and about the Bluecoat.

We look forward to hearing from you.

Best wishes,

Mary Cloake

CEO, Bluecoat

1. **About the job**

**Job Title:** Front of House Supervisor - Trading

**Contract:** Full time, permanent contract

**Pay:** £21,000 per year

**Responsible to:** Catering and Events Manager

**Hours:** 37.5 hours per week

**Annual Holidays**: Pro rata holidays, based on full time equivalent of 33 days including bank holidays (which may be worked, except for Christmas Day, Boxing Day and New Year’s Eve when Bluecoat is closed)

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.

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.

Trading at the Bluecoat is looking for a warm, enthusiastic and committed individual to ensure that the highest standards of customer care, visitor experience and site presentation are maintained at all times through effective supervision of Catering Assistants.

The successful candidate will be proactive, with an ability to lead a team, as well as showing initiative.

This role would suit someone who is keen to work in a dynamic environment with previous experience supervising others in a hospitality setting, who is dedicated to providing excellent customer service.

1. **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 Document format) by email to [recruitment@thebluecoat.org.uk](mailto:recruitment@thebluecoat.org.uk) quoting ‘Front of House Supervisor’ in the subject line.

or 3) Send both completed forms by post:   
 Recruitment, Bluecoat, School Lane, Liverpool L1 3BX

**Closing date for applications:** Sunday 13th April, midnight

1. **About Bluecoat**

***Background***

Bluecoat is Liverpool’s centre for the contemporary arts - a bustling cultural venue which sees 700,000 visits each year. Our city centre positioning, the heritage of our building and our hospitality business help us to attract an audience to Bluecoat which is diverse in age, gender, disability, ethnicity and socio-economic background. Bluecoat hosts a regular programme of exhibitions, live events, workshops and discussions covering a range of art forms including visual art, music, dance and literature. We run a participation programme which enables people who might otherwise face barriers to engagement to be involved in the contemporary arts. Alongside this offer, Bluecoat is also home to a community of creative retailers, working artist studios, a cafe and a bistro. Bluecoat was the UK’s first arts centre and is based in a grade I listed building, the oldest in Liverpool city centre.

***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.

***Vision***

The organisation is entering an exciting period of change. We have recently finalised a new ten year strategy which outlines our ambition to provide a space for the public to experience contemporary arts, 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 with artists who find this an exciting prospect.

***Audience***

Bluecoat is a well-loved venue in Liverpool city centre. People use it for many reasons; as a meeting place, a workspace, a place to rest while shopping, a cut through to Liverpool ONE and a place to experience art in different ways through exhibitions and events. We are keen to make sure everyone is welcome and that there are a whole variety of ways Bluecoat can be part of people’s lives.

***Brand strategy***

We have recently undergone a branding process and as a result have redefined Bluecoat’s purpose and developed brand pillars with which to steer our marketing and communications activity:

*Bluecoat’s Purpose*

A home for creative potential where art and people meet. Our purpose is to create new, more meaningful ways to experience art. For artists and for everyone - we bring art into life.

*Brand pillars*

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.

Inspire 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, participate, in new and unexpected ways.

Unlocking 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.

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 underrepresented in the sector. Here, artists can find their voice and share their work with a wider and more diverse public.

1. **Job Description and Person specification**

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| **Job Title: Front of House Supervisor - Trading** |

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| **Responsible to** | Catering and Events Manager |
| **Main purpose of job**  **Purpose** | Working closely with the Catering and Events Manager and other Supervisors you will ensure the smooth and efficient running of the day to day visitor operations. The Front of House Supervisors will  ensure that the highest standards of customer care, visitor experience and site presentation are maintained at all times through effective supervision of Catering Assistants.  The Front of House Supervisor will support the Catering and Events Manager achieve objectives and goals. |
| **About the Team** | 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. Our aim is to provide relaxed, open and welcome spaces that connect people with the process of creativity and delivers an affordable food and beverage offer that encourages people to stay to enjoy freshly made food from locally-sourced produce representing value for money. |
| **Internal communication** | Venue Staff (Day to day running of building)  Communications & Marketing Team (Press, social media, print, comms)  Programme Team (Exhibitions, events, residencies, studios)  Participation Team (Families, long term participants, education)  Development (Fundraising, sponsorship) |
| **External communication** | Visitors  Guests and attendees – third party/private hire events  Artists based in Bluecoat  Bluecoat staff  Staff and retailers based at Bluecoat |
| Budget responsibility | N/A |
| **Hours of work** | 37.5 hours per week |
| **Salary** | £21,000 per year |
| **Contract Type** | Permanent contract. |
| **Holidays** | Holidays will be pro-rated.  33 days per annum, inclusive of Bank Holidays. As Bluecoat is open all year round (with the exception Christmas Day, Boxing Day and New Year’s Eve) |
| **Main duties and responsibilities** | |
| Delivering exceptional visitor experiences  1. Work closely with colleagues to ensure that all aspects of the catering operation are delivered  according to quality standards, values and customer service principles which support  Bluecoat’s audience development objectives.  2. Contribute to maintaining excellent standards of presentation and cleanliness in all public  areas, including the outdoor spaces. Particular responsibility for Trading spaces including the  Cafe and Bistro.  3. At designated times be the person responsible for Front of House operations across the whole  site, working with colleagues in the Venue Management team to deal with issues including  customer complaints, first aid situations or evacuation of the building.  4. Ensure disabled visitors have equal access to the Bluecoat’s services in public areas as non-  disabled visitors.  5. Carry out duty manager shifts once training is completed, Including the opening and closing of  the building.  Trading  6. Ensure standards to cleanliness and hygiene are maintained across Café and Bistro in  accordance with Bluecoat procedures, reporting any concerns to the Catering and Events Manager.  7. Maximise income and revenue opportunities including upselling  8. Carry out stock takes and contribute to weekly ordering of stock for Cafe and the Bistro  bar.  9. Prepare floats for tills, cash up and reconcile tills, accounting for discrepancies in monies.  10. Supervise and implement the setup, delivery and breakdown of events, liaising directly with  clients during this process and where required up.  11. Be a designated person under licensing legislation (but not the licensee), ensuring the  appropriate application of Bluecoat’s license at all times when on duty.  12. Input into planning and implementation of promotional and seasonal activities for Cafe and  the Bistro, sometimes linked to Bluecoat’s arts and heritage programmes.  13. Accurately carry out Operational paperwork.  Staff supervision  14. Supervise a team of Catering Assistants across all catering operations, with particular  focus on hospitality functions.  15. Ensure that procedures are in place to support the smooth running of hospitality operations and  that they are communicated clearly to staff and followed appropriately.  16. Provide ongoing training and coaching to Catering Assistants to ensure that standards of  customer care, hygiene and food & drink preparation and presentation are constantly  improving.  17. Monitor staff performance and attendance, dealing with day-to-day issues as they arise.  18. Assist with staff recruitment as appropriate including short listing, interviewing and induction in  line with the Bluecoat’s Equal Opportunities Policy.  Health, Safety and Housekeeping  19. Open and close the building ensuring checks have been carried out to ensure there are no risks to  safety.  20. Ensure the safety of visitors through implementation of agreed health, safety and security  procedures.  21. Respond to incidents within the building, including security breaches.  22. Understand and effectively carry out emergency procedures in the event of a fire, incident,  accident or emergency.  23. Ensure compliance with all relevant legislation whilst on shift, to include the Licensing Act, the  Children’s Act, the Security Industries Act and the Health and Safety at Work Act.  Additional Duties  24. Represent Bluecoat as required at meetings, public events, trade fairs etc  25. Carry out all duties with full regard to Bluecoat’s Equal Opportunities and Health and Safety  policies.  26. Attend training and undertake research to develop relevant knowledge and skills.  27. Carry out any other duties as required. | |

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| **Person Specification – 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 remember that it’s not necessary to have experience working within an arts centre  for this job. 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. We have also provided questions as prompts. |
| **Skills and Experience** |
| **Essential** |
| Previous experience supervising in a similar hospitality venue. |
| Previous Duty management experience. |
| Strong communication skills |
| Comfortable with Microsoft Office Suite. |
| **Desirable** |
| Event management experience. |
| Food Hygiene Level 2 certificate. |

**Your compatibility with the criteria outlined above will be assessed through application and, if you are shortlisted, through interview and assessment tasks. Successful candidates will be expected to produce certificates in relation to any qualifications which form part of the criteria on this person specification.**