

Job Profile
Area Lead – Pop-up Units (Fixed-term)

Job Purpose To lead pop-up food and drink units and street hawkers - ensuring the professional operation and delivery of a quality, fresh, local and seasonal food & drink offer. To deliver excellent standards of customer service; enhance presentation and maximise sales whilst telling our important story through food & drink.

Key Responsibilities and Accountabilities

Responsibilities

- To supervise and maximize the effective operation of the pop-up food & drink units including a refreshment stand, ice cream & street hawkers
- To set up and run extra units and hawkers during peak periods and events
- To be able to cover emergency shifts in any Museum food & drink unit / heritage shop unit
- To work on special projects directly with the management team
- To provide the highest levels of service and experience to our visitors
- To ensure that the teams are prepared for service and adhere to set standards, through clear instruction and coaching
- To motivate team members, ensuring excellent service delivery to visitors and staff
- To be proactive in achieving financial targets
- To order stock and advise F&D Operations Manager on stock levels and requirements
- To maintain the highest standards of hygiene, food preparation and health & safety within the units
- To maintain accurate records for cash, internal transfers and stock control
- To accurately take delivery of stock, as and when required
- To manage any seating areas before, during and after the shift / event
- Any other duties commensurate with the role

Accountabilities

- To promote adherence to internal audit standards/controls, hygiene and cash handling procedures
- To promote a high level of compliance with the current 'food & drink operational document'
- To complete unit opening and closing procedures ensuring security of Museum property
- To safely manage keys
- To contribute to the achievement of financial targets

Dimensions

- Working in across a number of units at any given time
- Hands on direction of approximately between 2 and 6 Team Members (food & drink)

Working Relationships

- Supervision and motivation of Team Members, where required
- Daily interaction with members of the public to give and receive information
- Interaction with other units to promote consistency and continuity
- Daily discussion regarding unit operation with F&D Operations Manager and Kitchen Manager
- Liaising with F&D Operations Manager as required to facilitate smooth operation of functions
- Dealing with incoming goods delivery persons, and making product requests to F&D Operations Manager

Person Specification

(competencies, qualifications & experience)

Essential

- Supervisory experience in a similar quality café / restaurant / retail environment with an ability and willingness to learn quickly
- Excellent interpersonal communication skills with the ability to positively engage with members of the public
- Make it happen attitude
- Deadline driven
- A great and meticulous planner
- Experience of, and enthusiasm for, delivering a quality, fresh, local and seasonal food & drink offer
- Experience of supervising and instructing/coaching staff
- Excellent standards of personal presentation and attention to operational details
- Tenacity and drive to improve
- Flexible approach to working hours
- Ability to motivate, train and correct others
- Ability to work under pressure
- Proven organisational skills

Desirable

- Recognised industry training / qualification
- Basic food hygiene certificate
- Ambition to progress within the food industry and an interest in the work of the Museum
- Full UK driving license
- Proven sales focus

Reports to: Food & Drink Operations Manager
 Direct reports: Up to 4 Team Members on a shift basis
 Hours: 37.5 hours per week, 5 days out of 7 (12 month fixed-term maternity cover)

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