

Post Title:	Location Base:	Reporting To:
Bar and Café Manager	BH Live Active – Littledown, Bournemouth	General Manager

About BH Live

Champions of community engagement, health and wellness across Dorset, Hampshire, and London.

BH Live, a registered charity and social enterprise, is a leading operator of sports and leisure centres, theatres, and event venues. Driven by a mission to improve communities BH Live is dedicated to providing inclusive cultural experiences and promoting physical activity for all.

bhlive.org.uk

Summary of role

Oversee the day-to-day management of the hospitality team including stock management, cash control, resource planning of a busy café, bar area and support / run bespoke events.

Ensure an outstanding customer experience and maintain the highest standards of service and quality whilst generating retail and event catering revenue for the centre.

Key responsibilities

- Responsible for the daily operation of all hospitality areas within the centre.
- To ensure all procedures and policies relating to Health & Safety and Food Safety at the venue is adhered to.
- Responsible for the security and accuracy of all cash floats and banking in the retail hospitality area.
- Ensure staffing levels are controlled for maximum efficiency, and effectiveness at all times, all in line with pre-determined cost of performance targets.
- Control the ordering and security of all beverage stocks.
- In partnership with the management team, proactively monitor sales and spending against budgets, identifying and recommending options to improve profitability and taking a lead role for hospitality.
- Provide direction, supervision, and motivation to the hospitality team and ensure all our customers have a great customer experience.
- Menu planning and innovation, cooking methods and all levels of food safety.
- Role model our business standards, values and behaviours and ensure that the hospitality team adheres to them.
- Able to work hours aligned to the centres opening hours, which will include working any 5 out of 7 days per week and will include evenings, bank holidays and weekend working.
- To manage and coordinate a wide range of hospitality/events and put forward new ideas to make improvements to the café and bar area.
- To work and assist with the wider Hospitality team and management at other venues when required.
- To be a key holder, opening and closing the building and attending outside of normal working hours in cases of emergency.

Skills and experience	
Details	Criteria
Experience of running a café, bar, coffee shop or restaurant at Manager or Supervisor level	Essential
Ability to prioritise workloads, coordinate and disseminate information effectively.	Essential
Commercial acumen and the ability to work within agreed budgets	Essential
Experience of managing and motivating a hospitality team.	Essential
Excellent communication skills	Essential
An understanding of the importance of providing a great customer experience	Essential
Ability to develop strong working relationships with customers, team members and leisure centre colleagues.	
Knowledge and application of EPoS systems	Desirable
Working knowledge of IT systems (Email, Microsoft applications etc)	Essential
To be proactive and forward thinking and able to bring in new ideas and drive improvements	Essential
Cash Handling experience	Essential
Ability to be flexible in relation to working hours which will include evenings, weekends and bank holidays as required.	Essential
Essential qualifications requirements	
<ul style="list-style-type: none"> • Level 2 Personal Alcohol License • Food Safety & Hygiene Level 3 	

Roles and responsibilities will evolve and change over time.