

Post Title:	Location Base:	Reporting To:
F&B Assistant	Fairfield Halls – Croydon	Hospitality Operations 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

To work as an integral member of the hospitality Team, providing a cost-effective and high-quality customer-orientated service.

Key responsibilities

- Provide a high-quality hospitality service.
- Collection, control and reconciliation of income in accordance with the venues cash handling procedures.
- Prepare, cook and serve food and beverages as required.
- Attend training courses as required to meet the needs of the business.
- Present to the public a high personal standard of appearance and presentation in accordance with BH Live policies and procedures.
- Maintain the venues cleanliness, in particular clean, tidy and prepare all areas associated with the hospitality facilities, in accordance with the set cleaning schedules.
- Assist with the unloading, storing and movement of food and beverage deliveries and other provisions used within the venue.
- Assist in the maintenance of stock levels within the catering/bar areas and comply with related bar and catering administrative duties.
- To be fully aware and adhere to the venues normal operating procedures and emergency action procedures.
- Ensure customers adhere to the venue's rules and regulations, and licensing laws.
- To have an understanding of BH Live's behaviours and values and adhere to them.
- You must be prepared to work as a member of a team and assist or carry out the duties of other colleagues within the venue and must be prepared to be flexible in the approach to work to reflect the changing nature of the business.

Skills and experience		
Details		Criteria
General level of education (numeracy and literacy)		Essential
Experience dealing with customers		Essential
An understanding of Health & Safety requirements		Desirable
Possess good communication skills		Essential
The ability to work as part of a team		Essential
Flexibility within the job role		Essential
Ability to remain calm in all situations		Essential
Possess a positive approach		Essential
Proactive approach to customer care		Essential
Be of a smart and presentable appearance		Essential
Able to work unsociable hours including late nights, early mornings, weekends and Bank Holidays		Essential
Qualifications		
Basic Food Hygiene Certificate	(will be required to undertake the role)	Desirable

Roles and responsibilities will evolve and change over time.