



JOB SPECIFICATION

Post: Restaurant/Front of House Manager
Site: Wessex Pavilion, The Bath & West Showground, Shepton Mallet BA4 6QN
Reports to: Management Team – Hayes Catering

THE BUSINESS

Hayes Catering Ltd are the retained static venue caterers for the Bath & West Showground having carried out this role for the last 8 years. They also provide a number of mobile units for events held at the Showground.

2019 sees an exciting opportunity as they enter into a new 15-year agreement with the Bath & West Enterprises Ltd to manage the new Wessex Pavilion, being a refurbishment and extension of the old restaurant and bar building sited in the centre of the showground.

The Showground is best known for hosting the Society's annual Royal Bath & West Show, but Bath & West Enterprises Ltd works with several event organisers in hosting a wide variety of other events throughout the year with 2018 having only five unoccupied weekends.

This is an area which has huge commercial potential and with the newly refurbished two-tier Wessex Pavilion due to be completed in the spring of 2019. The new restaurants will seat 500 on the ground floor and another 350 on the first floor with kitchens, bars and toilet facilities on each floor.

PURPOSE OF THE POST

With our aim for this function suite to be the "Event Destination of Choice", we are looking for a candidate who can help to build the awareness of our venue and attract further large-scale events during the working week, evenings and weekends.

Can you handle catering volumes and maintain high standards at the same time?

Do you have an eye for detail, perfection and able to go that extra mile for our clients?

Are you a good team player, able to turn your hand to all tasks as necessary?

The primary purpose of this role is to manage the restaurants and provide the first point of contact for the Wessex Pavilion, on behalf of Hayes Catering, together with managing the day to day operation.

GENERAL DUTIES & RESPONSIBILITIES

You will be expected to: -

- Work with Bath & West Enterprises Ltd staff to meet new prospective clients who are interested in hosting their award ceremonies, dinners, wedding, balls and all types of events suitable for the Wessex Pavilion.
- Support clients from introduction; the smooth running of the event; through to the conclusion of the event and to be the key point of contact at all times. This will include negotiating menus, agreeing diary dates, additional entertainment and terms & conditions.
- During events, “roll up your sleeves” and help with table service if and when required.
- Maintain all administration associated with the Wessex Pavilion including liaising with Bath & west Enterprises Ltd staff of diary commitments, future bookings and commission payments.

CHARACTERISTICS

You will have: -

- A “can do” practical attitude to work.
- Committed and reliable.
- Competent in office skills and computer literate.
- Exemplary service standards gained from working in a busy catering environment.
- Good people skills and have a passion for hospitality and events.
- To be involved in all aspects of managing the smooth operation of the establishment as well as motivating a team of up to 25 staff members, organise staff work rotas to ensure they provide a high standard of service.
- Ideally have experience of budgets and financial targets in a restaurant/hospitality business.
- Demonstrate flexibility and be able to multi-task, as we may well have two events running concurrently at any one time.
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WORKING ARRANGEMENTS & BENEFITS

The hours will be flexible but will require evening and weekend working as our events demand.

There is a requirement to work the entire week of the Royal Bath & West Show that falls during the Whitsun Bank Holiday week

BENEFITS

- Competitive salary and hours to be negotiated
- Free car parking
- Overnight caravan accommodation can be provided when working on late evening events
- Meals and drinks provided whilst on duty
- Holiday entitlement

LOCATION

The post holder should ideally live within reasonable travelling distance of The Showground, BA4 6QN as late night or early morning working will be required.

If you have the drive, experience and aptitude for the role, we would love to hear from you.

**Please send your CV and covering letter to Cormac Hayes at cormac@wessexpavilion.co.uk or in writing to him at The Wessex Pavilion, The Bath & West Showground, Shepton Mallet, Somerset, BA4 6QN
Closing date for applications 22nd February 2019**