

FOOD AND BEVERAGE GENERAL MANAGER



	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Level 2 Food Hygiene (training can be undertaken once in role) • Allergen training (training can be undertaken once in role) 	<ul style="list-style-type: none"> • Level 3 Food Hygiene • Personal License Qualification • First Aid Qualification
Knowledge & Experience	<ul style="list-style-type: none"> • Minimum four years' experience in a hospitality, café, restaurant or visitor attraction environment. • At least two years' experience in a management role. • Strong experience delivering consistently high-quality customer service and hospitality. • Experience managing teams, budgets, rotas, recruitment and staff development. • Experience using EPOS systems, cash handling procedures and operational reporting. • Sound understanding of health and safety, customer service and operational management. • Experience of working with multiple partners and stakeholders. 	<ul style="list-style-type: none"> • Experience managing hospitality for meetings, events and venue hire. • Experience of setting up a new F&B operation from scratch. • Experience working with volunteers, trainees or supported employment programmes. • Experience in a community, social enterprise or charitable environment. • Passion for the natural environment. • Knowledge of sustainable hospitality practices. • Experience of farm to fork catering.
Skills & Abilities	<ul style="list-style-type: none"> • Excellent organisational and communication skills. • A genuine interest in hospitality's role in building stronger communities. • Proven ability to train, motivate and develop others. • Ability to remain calm, focused and effective under pressure. • Good IT skills and confidence using software for bookings, rota management, stock control and reporting. 	

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Personal Qualities	<ul style="list-style-type: none"> • Highly creative and collaborative, with capacity to bring bold ideas to the table. • Flexible, calm, resilient and adaptable • Self-motivated with the ability to take the initiative, and work with minimum supervision. • Highly collaborative, team player able to connect quickly and build strong relationships. 	

