

THE PHOTOGRAPHERS' GALLERY

Posted: 16 July 2024

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| Role: | Café/Bar Manager |
| Team: | Enterprises |
| Reports to: | Head of Commercial and Operations |
| Contract: | 40 hours per week (flexible hours, as per agreed rota with team) |
| Location: | Central London |
| Salary: | £30,000 - £38,000 per annum |
| Overtime: | Yes, on hourly rate |
| Profit related pay: | Yes, based on a percentage of annual profit |
| Pension: | 6% Gallery contribution, 2% employee contribution |
| Holiday: | 25 days per annum, plus bank holidays |

The Photographers' Gallery

The Photographers' Gallery explores how photography is connecting, captivating and radically changing our world today. The Gallery's programme and spaces – from exhibitions, talks, workshops and digital platforms, to the Café/Bar, Bookshop and galleries – all explore the beauty, complexity and future of photography. Right outside the Gallery, the very best of contemporary photography is shown for free, day and night, in Soho Photography Quarter. On the borders of busy Oxford Street and vibrant Soho, the Gallery is home to photography experts, novices and the photo-curious; artists and students; tourists, locals and passers-by; and an enthusiastic and committed staff team. The Gallery welcomes over 200,000 visitors annually and has a turnover of circa £4.3 million, and our business enterprises – the Café/Bar, Bookshop and Print Sales Gallery – are an essential part of the Gallery's public offer.

Our values

- **Expose a fuller picture** – by revealing narratives that go beyond the frame.
- **Develop future creators** – by nurturing artists and new audiences, and actively seeking under-represented voices in who we work with and welcome in our spaces.
- **Be one social space** – a place for sharing and collaboration, joining up everything we do both virtually and in Soho.

For further details about the Gallery and our activities visit. <https://thephotographersgallery.org.uk/>

Café/Bar at The Photographers' Gallery

The Café/Bar is a vibrant space serving Allpress specialty coffee, a selection of beer and wine and a seasonal menu of sandwiches, salads and cakes. The Café/Bar forms part of The Photographers' Gallery Business Enterprises Ltd, which includes the Bookshop, Print Sales Gallery, private event hires and the Café/Bar. These businesses have a combined annual turnover of approx. £1.9 million, with the Café/Bar expected to generate an annual turnover of circa £240,000-£260,000+ and make a profit after costs of

circa £50,000-£60,000+. All profits from our enterprise businesses go towards the Gallery's charitable objectives.

The team

The Café/Bar team is integral to the wider Gallery staff team. The Café/Bar team is made up of the Café/Bar Manager, Deputy Café/Bar Manager and a small team of Café Assistants.

About this role

The Café/Bar Manager oversees the day-to-day operations of The Photographers' Gallery Café/Bar, ensuring high-quality service and efficient operations. This role involves staff management, food and beverage preparation and maintaining a welcoming environment for all our visitors. The Café/Bar Manager works alongside the Visitor Relations and Events Manager to coordinate internal events and external hires of our public spaces.

Main responsibilities:

- Work with the Head of Commercial and Operations to deliver Café/Bar services, growing the business and maximising profits while maintaining a high-quality service and welcoming atmosphere for customers.
- Coordinate, supervise and train the Café/Bar team.
- Work with the Visitor Relations and Events Manager to coordinate staffing, catering and bar service for internal and external hires of our public spaces.

Outline of key tasks

As Café/Bar Manager you will:

- Offer excellent, efficient customer service that is friendly and welcoming.
- Increase Café/Bar sales and assist with the growth of the Café/Bar.
- Manage Café/Bar staff and coordinate rotas, holiday and sickness cover.
- Ensure cleanliness and health & safety standards, including risk assessments.
- Prepare food, and update menu items seasonally.
- Liaise with the coffee supplier regarding training and maintenance.
- Assist in weekly stock-take and managing food and drink supplies.
- Handle deliveries and orders.
- Adhere to licensing regulations and performance standards.
- Ensure facilities and equipment are clean and maintained.
- Drive new business initiatives and promote the Café/Bar.
- Coordinate and set up events, e.g. private hires and public programme events.
- Be a key holder and responsible for (de)alarming the building.
- Manage the Café/Bar and hires communications and respond to all enquiries in a timely fashion.
- Ensure environmental health standards, records and policies are up to date, ensuring food hygiene standards are met.
- Ensure the till system is used accurately and cash up till and card machine accurately.
- Maintain accurate daily records of sales and banking.
- Act as a first aider and respond appropriately to any incidents (training provided).
- Act as Designated Premises Supervisor (DPS) and alcohol license superior on behalf of the Gallery alongside the Head of Commercial and Operations.

- Assist the Visitor Relations and Events Manager with managing internal events and external hires, coordinating food and beverage requirements, working with external catering and bar services companies at larger Gallery events.
- Perform extra related duties as required.

Additionally, there is an expectation that staff will support the wider, internal workings of the Gallery, where possible, by joining one or more voluntary working groups such as the Staff Forum; Equalities, Diversity & Inclusion taskforce; Environmental Working Group; by contributing to staff/team meetings; and through attending training sessions.

Working hours: This role requires working 40 hours per week, with flexible hours to maintain appropriate work patterns with the team. Occasional weekend and evening work may be required for exhibition opening nights, Gallery events and private hires.

Ideal experience/skills:

- Previous café/bar/restaurant experience essential.
- Previous managerial experience and training desirable.
- Demonstrable commitment to teamwork.
- Passion for high-quality food, good presentation skills and imaginative menu creation.
- Effective communication and customer service skills.
- Ability to work independently and as part of a team.
- Experience in managing budgets, deliveries and ordering supplies.
- Understanding of health & safety regulations and compliance procedures.
- Eligibility to become the Gallery's Designated Premises Supervisor (DPS) for its alcohol license.
- Familiarity with Excel, Word, email and digital tills.
- Excellent organisational skills and ability to prioritise tasks.
- Fast thinking and ability to react to changes in customer volume during the day.
- Approachable and friendly manner.
- First Aid certification.

Whilst the above person specification offers a useful guide to the experience level expected, we welcome –and encourage – applications from anyone who feels they could bring alternative, equally beneficial skills, experience and perspective to the role.

The Photographers' Gallery is committed to equal opportunities and encourages applications from all persons without discrimination. We particularly welcome applications from people currently under-represented in the arts sector, particularly disabled people, and those from global majority backgrounds.

To apply please download an application form and an Equal Opportunities form at:

<https://thephotographersgallery.org.uk/about-us/job-vacancies-tpg>

Please note you must complete the application form to apply for this role, we cannot accept CV-only applications.

Please email both completed forms to vacancies@tpg.org.uk with the subject header: **Café/Bar Manager**.

Deadline for applications: Wednesday 7 August, noon

Interviews scheduled from: week commencing Monday 12 August.



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