

JOB DESCRIPTION

Post: Venue Manager

Responsible To: Head of Food & Beverage

Summary of post: To oversee daily operations of the Hop Shed venue at Macknade, ensuring smooth service and a welcoming atmosphere from morning to night

DUTIES AND RESPONSIBILITIES

Operational Management

1. Maintain high standards of cleanliness, organisation, and compliance with health and safety regulations across the Hop Shed & Food Village.
2. Manage stock levels, place orders, and conduct regular stocktakes.
3. Ensure all licensing laws and age verification policies are followed.
4. Support with the operational delivery of public events and private functions in the Hop Shed.
5. Monitor daily takings, cash handling, and banking procedures.
6. Work with the Head of F&B to ensure costs are controlled and budget is delivered.
7. Track KPIs such as sales performance, wastage and labour costs, and react accordingly.

8. Assist the marketing team in delivering all activations & initiatives, including social media campaigns, promotions and events.

Team Leadership & Stakeholder Management

9. Lead, motivate, and support a small team of staff.
10. Create weekly rotas and manage holiday requests.
11. Train new team members and support ongoing staff development.
12. Manage relationships with Food Village partners and work collaboratively to optimise customer experience.
13. Deliver exceptional customer service and handle any issues professionally.
14. Build rapport with regulars and help create a warm, community focused atmosphere.

Skills & Experience

15. Previous experience in a supervisory or management role within hospitality.
16. Previous experience setting up and running a bar.
17. Personal License Holder (or willingness to obtain one).