

GENERAL MANAGER

Manchester Art Gallery Trading Company Ltd

Salary up to £40k dependent on skills and experience

Overview

We are looking for an exceptional General Manager to oversee the catering and events business at Manchester Art Gallery.

We operate as the commercial arm of Manchester Art Galleries Trust, with all profits supporting the vital work of the Gallery, from education programmes to the conservation of our incredible collection.

The General Manager is a key senior role in the Trading Company, with responsibility for operational and strategic management of our cafe and events offer.

About Us

Manchester Art Gallery Trading Company operates the Gallery Cafe over six days each week. All dishes are produced on site by our skilled team led by Head Chef, Adam Leavy, with an increasing focus on sustainability and seasonality.

In addition to the busy cafe operation, we also deliver more than three hundred events annually. This includes a broad range of commercial events from business meetings to weddings. Events take place over seven days a week and can often involve late nights and early mornings.

All profits generated through the Trading Company are donated to the Gallery to support the vital work of our colleagues with both the collection and our communities.

About Manchester Art Gallery

Manchester Art Gallery describes itself as the original useful museum and has been at the centre of city life for 200 years. Created as the Royal Manchester Institution for the Promotion of Literature, Science, and the Arts the Gallery has been proudly part of Manchester City Council since 1882. Manchester Art Gallery sits within the Libraries, Galleries and Culture Service as part of the Neighbourhoods Directorate of Manchester City Council (MCC). It has two public venues - Manchester Art Gallery (in the heart of the city centre) and Platt Hall (in Rusholme, currently undergoing redevelopment). A third site - Queens Park Conservation Studios in Harpurhey - serves as the 'engine-room' of the gallery, providing essential collection housing and conservation studios.

What we're looking for

The General Manager is key to the success of the Trading Company. We're looking for an inspirational leader who is commercially focused and excels at making things happen. You must have high standards and an obsession for detail.

You will be very organised and be able to turn your hand to a wide range of tasks. You must love working with others, developing and coaching your team to deliver outstanding results.

You must have excellent financial acumen and be good at forward planning, as well as seeing the 'bigger picture' and working with teams across the gallery. You will have demonstrable experience of operating a busy catering and events business, delivering to an exceptional standard in a high-volume environment.

We have ambitious plans for the Trading Company over the next three years and the General Manager will play a crucial role in its future success, with a high degree of autonomy to shape the future direction of our catering and events offer.

Benefits of working for us

Life assurance

Company pension scheme

Reward & recognition scheme

Performance-related bonus scheme

Secure bike storage on-site

Flexible working hours

Staff meals

Additional Information

How to apply:

Applications consisting of a cover letter (maximum 2 pages) detailing your suitability for the role and a current CV should be submitted by **Wednesday 20th March**.

Email to magtrading@manchester.gov.uk. Interviews will be held in person at the Gallery on **Tuesday 26th March.**

Manchester Art Gallery Trading Company Limited welcomes applications from all and follows a policy of non-discrimination based on race, religion, colour, gender, age, nationality or disabilities.

JOB DESCRIPTION

General Manager, Manchester Art Gallery Trading Company Limited

Salary	Up to £40,000 dependant on skills and experience, with potential for annual performance-related bonus.
Location	Manchester Art Gallery, Mosley Street, Manchester M2 3JL
Hours	40 hours per week working 5 days out of 7 days. The café opening times are Tuesday to Sunday, 10am to 5pm. Out of hours work is required for events, which can be up to three per week during peak periods.
Leave entitlement	28 days, including Bank Holidays
Reporting to	Commercial Lead
Responsible for	Assistant General Manager, Head Chef, Catering Supervisors x 2, Café Assistants
Contract	Permanent, following completion of a three-month probationary period

KEY RESPONSIBILITIES

Quality	To provide an exceptional standard of quality food and drink across both the Cafe and our Events business. Focus on continuous improvement and be willing to address issues quickly.
Budget Control	Be responsible for effective management and oversight of the company finances to monitor income and expenditure against agreed annual budget. Manage all aspects of the operating budget including accurate costings and achieving agreed profit margins.
Financial control	To be responsible for café cash and card transactions and ensure banking and petty cash reconciliation is completed on a weekly basis. Ensure that all financial targets and KPI's are achieved within a framework of absolute financial control with risks and opportunities actioned and reported on a monthly frequency.
Menu Development	To collaborate with the Head Chef and produce a seasonal menu with a clear focus on sustainable dishes and developing bespoke menus for commercial events. Collaborate with various Gallery departments to ensure the catering and events offer links to the wider programme and places food and beverage at the heart of our visitor welcome.
Sustainability	Lead on the Trading Company's sustainable business practices, ensuring continuous review and development of ESG within the organisation
Leadership	Bring an entrepreneurial vision to the organisation, with well-honed commercial acumen.

	<p>Understand and promote the charitable objectives of the Manchester Art Galleries Trust.</p> <p>Embed a positive and supportive culture within the Trading Company team.</p>
Customer service	<p>Ensure all colleagues provide an exemplary standard of customer service.</p> <p>Develop strategies for business growth/customer retention and development</p>
Equipment	<p>Ensure equipment is operated correctly and defects are reported when they occur.</p> <p>Oversee annual servicing of equipment and maintain accurate records.</p>
Health and Safety	<p>Complete appropriate Health and Safety training and ensure the company is compliant with legislation.</p> <p>Ensure all aspects of the business have clearly defined processes, risk assessments and incident reporting frameworks.</p> <p>Project planning, contract management, mobilisation, operational delivery, and demobilisation of catering services for gallery venue hire events.</p>
Provision and supply	<p>Conduct ordering and meet delivery demands.</p> <p>Undertake monthly stocktake.</p>
Food safety legislation	<p>Ensure compliance with all current legislation and work to maximum 5-star rating with EHO.</p> <p>Ensure high standards of food hygiene in all areas, minimum wastage and that all stock is rotated correctly.</p>
Training	<p>Undertake training and supervise training when required.</p> <p>Develop and oversee the training and induction process for any new starters.</p>
People	<p>Line management of the café and events team – approximately 15-20 individuals.</p> <p>Ensure efficient and economic use of labour across both cafe and event operation.</p> <p>HR management including development and close management of any employee relation issues, recruitment and retention.</p>

PERSON SPECIFICATION

ESSENTIAL
<ul style="list-style-type: none">• Minimum of 3 years' experience in a similar role (must include events experience)• Passion for high-quality, sustainable food and beverage• Experience of menu design and product development, including costings• Experience of stock management• Experienced in change management• High level of numeracy and experience of calculating and achieving profit lines• Experience of staff line management and HR matters in a hospitality environment• Exceptional attention to detail and high level of accuracy• Experience of working on own initiative• Experience of developing and launching new products of services• Excellent computer skills, including Word, Excel and Outlook• Confident in delivering high quality events and managing complex set-ups and service• Strong interpersonal skills, combined with enthusiasm and energy
DESIRABLE
<ul style="list-style-type: none">• Experience within a cultural, historic or charitable organisation• Experience of using and managing an EPOS system across integrated platforms• Premises License Holder• Barista experience