

Job Description

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| Job Title: | Front of house supervisor – Members Club |
| Reports to: | Assistant Club manager |
| Job Location: | Central London |
| Start Date: | July 2022 |
| Salary | £27500 plus £2500 contribution from tronc and inclusion in awards scheme |
| Contract Type: | Full time permanent Successful applicants will work a variety of shifts, on any 5 days, based on a 45-hour week on any day of the year |

About BAFTA 195 Piccadilly

195 Piccadilly - Is BAFTA's headquarters; our venue allows BAFTA to; double its year-round charitable work to find and support new talent across film, games and television; offer essential support to the industry; and ensure that careers in film, games and television are open to all. It will also generate additional income which will be used to expand our learning programmes throughout the UK and globally.

We have just undergone an extensive refurbishment programme and our new and increased space will enable BAFTA to support over 80,000 people to develop a career in the creative industries each year

Here's a quote from - HRH The Duke of Cambridge KG, President of BAFTA

"I am a passionate supporter of BAFTA and I couldn't be more proud of its ambitious plans to dramatically increase the support for new talent over the coming years."

AN OUTSTANDING VENUE IN EVERY WAY

Job purpose

The Front of house supervisor is responsible for assisting the Assistant Club Manager in delivering a high level of service to our members in the members club at BAFTA 195 Piccadilly.

- Supporting the Assistant Club manager to deliver service standards within BAFTA 195 Piccadilly
- Being fully conversant with the buildings physical and technical offers and delivering its live, virtual and hybrid capabilities
- Meeting all individual and team sales targets set by and agreed with the Operations manager and Assistant Club manager
- To be a duty manager of BAFTA 195 Piccadilly
- To ensure all waiting staff adhere to all aspects of allergen requirements and food safety
- To be a shift leader in Lieu of the Assistant Club manager

Key responsibilities and accountabilities –

- Responsible for ensuring waiting staff follow procedures and sop's correctly
- To check the waiting staff's uniform and grooming standards for BAFTA Piccadilly and ensure all members of the teams adhere to them
- To work closely report to and communicate with the Assistant Club manager
- To report any breakages/problems to the relevant departmental head and ensure they are resolved
- To have a working knowledge of all departments
- To control the par stocks of mis en place, including plates and cutlery
- To work in different departments when required
- Monitoring staff breaks and ensuring floor is always covered especially in lieu of the club manager
- Ensuring customer satisfaction at all times
- To encourage upsells to promote sales and therefore lead to financial gains within the club

Ideally you will have

- Previous front of house experience at similar level
- Successful applicants will work a variety of shifts, on any 5 days, based on a 45 hour week on any day of the year
- A good knowledge of food and drink

Ideally you will be:

- You will have an excellent standard of presentation
- All applicants must have a flexible approach to their work and be adaptable within the other front of house areas.

ABOUT BAFTA

BAFTA is a leading global charitable institution focused on championing creativity, opportunity and social change for all through the transformative power of film, games and television.

BAFTA's Vision:

We inspire new and unheard voices to become the future of the Film, Games and Television industries, we support talented people from all backgrounds to help them achieve their potential, we advocate progressive industry and cultural change, and we amplify and celebrate excellence across the screen industries

BAFTA's aims: to champion the art and the craft, champion talent and champion the industry environment by:

- identifying and celebrating industry practice deemed exceptional by peer review, thereby elevating the art and craft of film, games and TV;
- providing talent with recognition, inspiration, access and long term support, in particular those under-represented and underprivileged in society;
- enabling a positive and inclusive environment, for an accessible, sustainable and connected industry.

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DIVERSITY MONITORING

Our aim is for our staff to be a diverse mix of talented people who want to come and do their best work. BAFTA is committed to increasing diversity, and maintaining an inclusive workplace culture. We welcome applications from all qualified candidates regardless of their ethnicity, race, gender, religious beliefs, sexual orientation, age, marital status or whether or not they have a disability. Please take the time to fill out our [*Diversity Monitoring Survey*](#). All the information you provide will be anonymous and is not considered with your application.

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