

We are ASM Global, and we host breath-taking live events at our venues around the globe. Our impressive network of over 350 Stadiums, Arenas, Conference Centres and Theatres have welcomed some of the World's most exciting Music Artists and Sporting Events. Our vision is to connect the world through inspiration, innovation, and imagination to realise the potential of the spaces and places that bring people together.

About Bridgwater Hall:

Located in the heart of Manchester, The Bridgewater Hall is a distinguished cultural venue hosting over 300 performances annually, ranging from classical music and rock to pop, spoken word events, and a dynamic learning program. Our iconic building also serves as a premier location for conferences, meetings, and a variety of other events.

About the Role:

We're seeking an enthusiastic and motivated individual to join our Food and Beverage team as a Service Leader to inspire our teams by setting standards and always showcasing what good looks like. You will ensure that our operation runs like clockwork, keeping things simple and seamless at every opportunity. This is an exciting role where you will play a pivotal part in ensuring our guests receive top-notch service, whether in our restaurant, bars, or during special events.

This is the perfect role looking for someone to build their career in hospitality management and looking to take the next step in their career.

What we can offer:

You will work hard at ASM, but you will be rewarded with lots of time to relax and rest with **25 days annual leave**.

We understand that you have a life outside of work and want to ensure that your loved ones will always be taken care of whilst you're contributing to our success with our **Life Assurance policy**.

Got a dental bill? Need to book a counselling session? Or even help with Physio costs? With the support of **Healthshield**, ASM will support with these unexpected costs. For you and any children.

We understand that from time to time you might need a bit of support to get you back to feeling your best, so we have teamed up with AXA Health to provide our people with an **Employee Assistance Programme (EAP)** to support mental health in the workplace.

We are visionaries: both physically and metaphorically! When you join ASM you will be entitled to **eye care vouchers** and a contribution towards any glasses you require.

Your Responsibilities:

- Assist the catering event manager with event and conference logistics and organising.
- Provide support to food and beverage staff, acting as a liaison between them and management, ensuring a seamless flow of operations.
- Work closely with other departments to meet all client catering requirements for various functions.
- Participate in the recruitment, induction, and ongoing training of new staff members and lead briefings for casual teams.
- Ensure adherence to Food Hygiene, Health & Safety, and Allergen regulations, implementing these standards across all areas.
- Oversee the café bar, restaurants, bars, and events on both event nights and non-event days.
- Manage till floats and reconciliations according to company policy.
- Order and monitor stock levels based on anticipated business needs.

Key Skills and Experience

- Significant experience of working in a fast-paced restaurant or hotel environment (supervisory experience is advantageous).
- Impeccable customer service skills and a passion for delivery with finesse.
- Professional and articulate communication skills.
- A track record working in a guest/ customer facing role.
- A can-do approach with a positive attitude when it comes to facing challenges.

Recruitment Process Outlined:

1st Stage- Intro Call with Talent Team

2nd Stage- F2F Meeting with F&B Manager

Inclusive Workplace

At ASM Global, we are committed to leading the entertainment industry towards a greener, faster, and more innovative digital future. There's never been a better time to join our team. We aim to be an inclusive organisation, trusted, and admired by our employees, customers, and suppliers. Join us and make a significant impact from day one.

We are committed to active inclusion, diversity, and equal opportunities. This commitment begins with our recruitment and selection process. We welcome discussions about flexible working arrangements.

If you need reasonable adjustments at any stage of our recruitment process, please let us know in your application. We provide a fair and transparent assessment process and will do our utmost to accommodate your needs.

If you are interested in applying, we encourage you to submit your application as soon as possible to ensure it is considered. We will continue to review applications on a rolling basis and may close the advert before the closing date.