

THE BISCUIT FACTORY

About the Company

The Biscuit Factory was built in 1947 by Crawfords Biscuits and the warehouse which was home to them for 20 years still sits proudly between Anderson Place and Bonnington Road Lane, along with our sister building the Soap Works – an ex soap and chemical factory from the early 1900's. It is now home to 32 creative businesses who together make a significant contribution to the culture in Leith. Keeping most of the original fixtures and fittings, The Biscuit Factory is a unique experience to visit, with a historical background, and colourful future.

About the Role

- Reports to the event manager
- Organise the Rota of security and FoH for all events
- Fixed term 1 year
- Working hours with a minimum of 24 hours a week, with the likelihood of more hours each week. Mostly evenings and weekends.
- Proposed working days Tue, Wed, Thu 9:00-17:00
- Pro-rata salary of £25,000 per annum (FTE)
- Line manage FoH and Security staff

Key Duties and responsibilities

- Hands on experience in events operations, specifically, Food & Beverage; private events and Front of House
- Ensure the premises are in operative condition and able to receive and serve guests with service excellence.
- Conduct regular operations team meetings with events department daily / weekly to discuss routine operational matters, guest reviews and also any staff issues.
- Ensure a professional, friendly and courteous service to all guests
- To ensure that guests are warmly welcomed and are dealt with in an efficient and professional manner
- To liaise with and assist in departments as required Stock management
- Cash handling, till counts, X and Y reporting
- Maintaining and updating events calendars, event sheets, events trackers
- Organising staff in advance of the event, keeping an up to date rota, tracking labour %
- Keeping up to date with stock prices from suppliers and ensuring best price for the business
- Organising pop up bars for events, along with relevant taps, gas canisters, P.O.S etc.
- Promoting and maintaining a positive working environment
- Keeping up to date with trends in the food and beverage industry
- Recruitment and discipline of new hires
- On-boarding new hires and maintaining up to date staff training records
- Develop the in house staff to be able to operate and
- 2-3 days admin, 2-3 days events each week – manage own rota accordingly
- Flexibility and adaptability in the workplace
- Organise security for each event
- Liaise with suppliers, and external companies to co-ordinate our needs per event (security, stock, staff pre event, and cleaning post-events)

- Up to date with current alcohol laws, HACCP procedures and other hospitality standards

The ideal Candidate

- Previous experience in a similar role
- Excellent customer focused manner at all times
- A good eye for detail and a desire to take responsibility, through to resolution, for issues and concerns generated by our guests
- Previous bar management experience and excellent Customer service skills
- Excellent communication skills and ability to communicate at all levels of an organisation
- Experience of supervising a team within a catering environment
- Knowledge of Food Hygiene and Health & Safety
- Flexibility with working hours is essential
- Strong PC Skills/MS Office
- Current Personal licence holder is essential

How to apply

Email us a copy of your CV with a covering letter of no more than 2 sides. Send this to studios@biscuitfactory.co.uk by **Monday 23rd May 2022 at 12pm.**