# liverpool_philharmonic_OM_CMYK

## RECRUITMENT OF

General Manager, Bars

(January 2017)

INFORMATION FOR CANDIDATES

Application Instructions

Introduction to Liverpool Philharmonic

Job Description

Person Specification

Conditions of Employment

Liverpool Philharmonic Hall

Hope Street

LIVERPOOL L1 9BP

Tel: 0151 210 2895

Fax: 0151 210 2902

Application Instructions

Thank you for your interest in the post of General Manager, Bars.

Enclosed, you will find:

* Background information about the Royal Liverpool Philharmonic
* Job Description
* Person Specification
* Conditions of Employment

The application form consists of two parts:

Section A: Personal details and equal opportunities monitoring

Section B: Supporting information

In section B please ensure you highlight how you meet the criteria outlined in the Person Specification, as this will form the basis of the shortlisting process.

Once completed, section A and section B of the application must be returned no later than **12 noon Friday 3 February 2017.** Applications should be submitted either by email to [recruitment@liverpoolphil.com](mailto:recruitment@liverpoolphil.com) or hard copies sent in the post to:

Human Resources

Royal Liverpool Philharmonic

Hope Street

Liverpool, L1 9BP

Please identify either in the title of your email or on the back of your envelope the post for which you are applying.

**We are unable to accept applications after the deadline.**

CVs may be submitted as additional material but not instead of a fully completed application form. Application forms marked “please refer to CV” will be rejected. **All personal details must be removed from a CV; failing to do this will mean that your CV is not considered as part of the selection process.**

**Recruitment Days, Interviews & Induction**

Short-listed candidates will be invited to interview at Liverpool Philharmonic **w/c 6 February.**

**The appointed candidate will start w/c 6 March 2017.**

Liverpool Philharmonic

*“We enhance and transform people’s lives through music.”*

Founded in 1840 by a group of Liverpool music lovers, the Royal Liverpool Philharmonic is the UK’s oldest continuing professional symphony orchestra and one the world’s oldest concert societies. It has always been at the heart of Liverpool’s cultural life and today is a rapidly developing, forward looking and innovative arts organisation. 2015 sees the 175th anniversary of the founding of the Royal Liverpool Philharmonic with special events and celebrations planned to mark this milestone in our history.

The original vision of that first committee has remained a driving ambition, and is interpreted today in the organisation’s mission ‘to promote the love of music and music making’ through a dynamic group of music ensembles at the centre of which is the award-winning Royal Liverpool Philharmonic Orchestra and its associated ensembles; Liverpool Philharmonic Hall, one of the UK’s premier arts and entertainment venues; the Royal Liverpool Philharmonic Choir; Liverpool Philharmonic Youth Orchestra, Youth Choir, Training Choir and Melody Makers; a chamber music series and an extensive learning programme which is a leader in its field in its quality, reach and impact on our communities.

Liverpool Philharmonic presents more than 400 concerts and events at Liverpool Philharmonic Hall and venues across the City annually, including concerts by the Royal Liverpool Philharmonic Orchestra and its associated ensembles in Liverpool. The Orchestra also performs in concert halls across the UK and internationally.

More than 350,000 children and adults engage with Liverpool Philharmonic, either as ticket buyers for performances or as participants in workshops and associated events each year. Liverpool Philharmonic has built a reputation as the Liverpool city region’s music development agency and partner of first choice for the delivery of music, learning and production services across musical genres.

**Royal Liverpool Philharmonic Orchestra**

The award-winning Royal Liverpool Philharmonic Orchestra is the UK’s oldest continuing professional symphony orchestra. Vasily Petrenko was appointed Principal Conductor of the Orchestra in September 2006 and in September 2009 became Chief Conductor. He joins a distinguished line of musicians who have led the Orchestra during its illustrious history including Max Bruch, Sir Charles Hallé, Sir Henry Wood, Sir Malcolm Sargent, Sir John Pritchard, Sir Charles Groves, Walter Weller, David Atherton, Marek Janowski, Libor Pešek KBE, Petr Altrichter and Gerard Schwarz.

The Orchestra gives over sixty concerts each season in its home, Liverpool Philharmonic Hall, and in recent seasons world premiere performances have included major works by Sir Peter Maxwell Davies, Sir John Tavener, Karl Jenkins, Michael Nyman and Jennifer Higdon, alongside works by Liverpool-born and North West-based composers including John McCabe, Kenneth Hesketh, Emily Howard, Stephen Pratt and Mark Simpson. Collaborations with international artists from rock, pop and roots music include Sir Paul McCartney, Elvis Costello, Liverpool electronica group Orchestral Manoeuvres in the Dark, Ian Broudie and the Lightning Seeds and West African Kora player, Toumani Diabaté.

The Orchestra also performs widely throughout the UK and internationally, most recently touring to Japan, China, Switzerland, France, Luxembourg, Spain, Germany, Romania and the Czech Republic.

With Vasily Petrenko, recent additions to the Orchestra’s critically acclaimed discography include Tchaikovsky’s *Manfred Symphony* (Gramophone Awards Orchestral Recording of the Year 2009); the world premiere performance of Sir John Tavener’s *Requiem;* Rachmaninov’s *Symphony No.3* (which won Petrenko Germany’s Echo Klassik Awards 2012 Emerging Artist of the Year), *Symphony No. 2*, *Symphony No. 1, Symphonic Dances,* and complete Piano Concertos with Macedonian pianist Simon Trpčeski; and Tchaikovsky’s *Piano Concertos Nos. 1 and 2*, also with Trpčeski. The recording of Shostakovich’s *Symphony No.10*, part of the complete symphony cycle on disc, was the Gramophone Awards Orchestral Recording of the Year 2011.

Liverpool Philharmonic’s award-winning partnership with Classic FM, the UK’s biggest commercial radio station with five and a half million listeners tuning in each week was established in 2001. The partnership has successfully built new audiences for classical music in Liverpool. The Orchestra is adopted as The Classic FM Orchestra in North West England. Liverpool Philharmonic also has relationships with other broadcasters including the BBC and Sky Arts.

**Liverpool Philharmonic Hall**

There has been a Philharmonic Hall on Hope Street since 1849. It was destroyed by fire in 1933 and the current art deco, Grade II\* listed Hall opened on the same site in 1939. Liverpool Philharmonic Hall presents on average 250 events each year, including over 60 concerts by the Royal Liverpool Philharmonic Orchestra, and sells approximately 250,000 tickets annually.

The Hall is recognised as one of the UK’s premier venues for its wide-ranging presentation of the best in contemporary and roots music, partnerships with festivals, broadcasters and promoters and innovative approaches to classical and non-classical programming. In addition, Liverpool Philharmonic Hall also offers a unique cinema experience and a popular film programme, a comedy line-up featuring many of the top stand-up comedians in the country, as well as hosting numerous community events such as graduation ceremonies, school and college prize giving’s, charitable concerts, business and private functions and civil weddings and partnerships.

Liverpool Philharmonic is a significant partner in the programming, marketing and management of the City’s spectacular St. George’s Hall Concert Room, and has responsibility for the operations management of Liverpool Philharmonic’s rehearsal, recording and learning venue at the former Friary Church in North Liverpool, now called *Liverpool Philharmonic at the Friary.*

Liverpool Philharmonic Hall underwent a major, multi-million pound refurbishment in 2014-15, and was completed in Autumn 2015, in the 175th anniversary year of the Royal Liverpool Philharmonic. As well as a major refurbishment of the front of house areas and auditorium, the works included a completely new extension housing new backstage areas, office spaces, and the Music Room, a 180 seat flexible venue which presents over 100 concerts per annum, plus learning events, and private functions and meetings.

**Learning**

Liverpool Philharmonic has a national and international reputation for its extensive Learning programme. It offers a range of inspirational lifelong learning opportunities to enjoy and take part in live music making, connecting people and communities to the world class Royal Liverpool Philharmonic Orchestra, Liverpool Philharmonic Hall and its diverse music programme.

Current flagship programmes include the annual Royal Liverpool Philharmonic Orchestra Schools’ Concerts performed to over 23,000 children from more than 300 schools; leadership of *In Harmony Liverpool*, the *El Sistema*-inspired music and social programme, and the *Musician in Residence* programme delivered in partnership with Mersey Care NHS Trust.

Each year, Liverpool Philharmonic delivers over 3,700 music workshops with a total attendance of 70,000 people in its venues and throughout our City. Liverpool Philharmonic supports and nurtures talented young musicians from across the region throughour Youth Company and higher education partnerships. Liverpool Philharmonic Youth Choir, Training Choir and Melody Makers draw their members from every corner of the community. The Youth Choir performed John Lennon’s *Imagine* in the Closing Ceremony of the London 2012 Olympic Games to a global audience of one billion. Liverpool Philharmonic Youth Orchestra has given young musicians from across the North West an unrivalled experience of orchestral training and performance since the 1950s. Its most famous old boy, Sir Simon Rattle became Patron in 2006.

Job Description

Title: General Manager, Bars

Reports to: Executive Director, Audiences and Development

Location: The normal place of work is Liverpool Philharmonic Hall or any reasonable location dependent upon the requirements of the post..

Contract: Full time, permanent.

This is a 42 hour per week contract (a 42 hour per week average over a rolling 12 week period)

Given the nature of our operation and this post, working hours will include evenings after 5.30pm, including weekends and bank holidays.

**Key Objectives**

To co-ordinate and control all operations associated with the bars function of Liverpool Philharmonic, and management of the external catering contract for bespoke events. The priority of this role is to ensure financial performance of wet stock (plus bar snacks) supplier procurement and relationships, and overall customer service and smooth running of the bars and any externally catered events at Liverpool Philharmonic Hall. In addition, this post will be responsible for dealing with any Artist Rider catering requests (any food would be sourced externally).

Reporting to the Executive Director, Audiences and Development, this role holder will have the passion to drive the business forward through a strategic and commercially focused approach. Leading a team of approximately 20 staff, including a Bars Manager, this position will be responsible for ensuring event-related hospitality matches the quality of performances that we present on stage. The specific accountabilities include:

* To ensure the highest possible speed of service levels, particularly across service in our Grand Foyer Bar.
* To ensure outstanding high quality customer service to concert and event attenders, clients, hirers, artists and internal customers
* To evaluate sales points throughout the building to increase revenues.
* To recruit, rota and manage all bar staff, with regular appraisals and performance management
* To ensure stock lines and quality and levels meet the needs of the business and of our customers.
* To source the most appropriate suppliers for all stock, including bar snacks. and negotiate competitive purchasing rates
* To create and deliver a full bar related standard operating procedure to ensure consistent service standards.
* To ensure best practice regarding all hygiene, health & safety and legislative responsibilities relating to stock control.
* Ensure all purchasing is recorded through P/O system and codes communicated to suppliers for correspondence.
* Ensure all profit protection measures are in place for cash / stock when operating and to ensure effective stock control, security and management of wastage.
* Ensure C.O.S for each product allows tariffs to be competitive.
* Ensure all products achieve targeted G.P% on all tariffs.
* To identify opportunities for growing revenues
* To set spend per head targets across all events
* To ensure all hardware i.e. till systems are appropriately programmed and and PDQ’s are maintained and defective items repaired/replaced.
* to ensure effective financial control, monitoring, budget setting and reporting
* Cleaning schedules to be put in place and adhered to with regular checks carried out and recorded.
* Deliver training to all staff across hospitality developing competency to effectively deliver all levels of hospitality ability to successfully manage the expectations of all customers.
* To ensure that all relevant cash handling procedures are adhered to by the team on shift
* To manage relationship with external catering partners, to ensure smooth delivery of all fully-catered events
* To fulfil backstage rider requirements, procuring packaged food from online when required from a supermarket or placing orders with external catering partner.
* Maintains and safeguards records, reports and other documents pertinent to the staff and the operation as dictated by policy and as direct by the Company.

Person Specification

Detailed below are the qualifications, knowledge/experiences and skills/abilities required for the post.

The essential column outlines the minimum essential requirements of the post. The desirable column shows additional attributes which would enable the post holder to perform the role more effectively; they are not essential but may be used to distinguish between applicants during the shortlisting process.

You should ensure that any application clearly demonstrates your ability to meet at least all of the essential criteria listed below

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| Customer Service/Hospitality qualification |  | **\*\*** |
| Current First Aid at Work certificate or commitment to completing this training |  | **\*\*** |
| Level II award in Door Supervision and current SIA Door Supervisor licence |  | **\*\*** |
| Personal Licence Holder |  | **\*\*** |
| **Knowledge & Experience** |  |  |
| Experience of providing an exceptional level of customer service in a demanding fast-paced environment, ideally, but not necessarily, gained within a venue environment. | **\*\*** |  |
| Fluency in the English language and excellent communication skills, with a confident ability to engage with both individuals and groups | **\*\*** |  |
| Knowledge and understanding of licensing regulations | **\*\*** |  |
| Experience of reconciling cash and production of detailed sales reports | **\*\*** |  |
| Knowledge of health and safety practices and legislation related to the bars operation. |  | **\*\*** |
| Experience of working efficiently under pressure in a busy, multi-faceted role | **\*\*** |  |
| Experience of managing very busy bars | **\*\*** |  |
| Experience managing a large team of casual staff | **\*\*** |  |
| **Skills, Abilities & Personal Attributes** |  |  |
| Strong numerical skills - experience of cash handling and reconciliation, stock handling and inventory management is required | **\*\*** |  |
| Experience of managing very busy bars – queue management techniques, analysis of flow patterns, etc. | **\*\*** |  |
| Ability to work flexibly including weekends, evenings and bank holidays | **\*\*** |  |
| An ability to remain calm, positive and professional under pressure in a public-facing role | **\*\*** |  |
| An interest in and enthusiasm for music and live performance and the work of the Liverpool Philharmonic | **\*\*** |  |
| Immaculate standard of personal presentation. | **\*\*** |  |
| A passion and initiative for service to ensure that the visitor’s experience is enhanced by your commitment and proactive approach | **\*\*** |  |
| Ability to use Excel, Word and Emal to a high standard. | **\*\*** |  |
| Proven experience of high quality catering and excellent customer service skills | **\*\*** |  |
| Able to act as a brand ambassador for everything beverage within the venue! Where it comes from – preparation, creativity & taste and wanting to pass this knowledge onto others | **\*\*** |  |
| A get up and go – dependable and reliable on any day of the week! Able to work to an exceptional standard during quiet and busy periods…morning to evening alike. | **\*\*** |  |
| An inspirational lead for bar team. Developing and coaching a winning team – sharing your knowledge and passion with both team and customer to set aspirational standards. | **\*\*** |  |
| A responsible people leader – great motivator, coach and organizer | **\*\*** |  |

Conditions of Employment

**Salary**

£30,000 - £35,000 per annum depending on experience

**Hours of work**

This is a 42 hour per week contract (a 42 hour per week average over a rolling 12 week period). Working hours will vary and will include weekends, public holidays and evenings.

**Holidays**

* You will accrue annual leave based on a full time equivalent of 34 days inclusive of public holidays These will be taken at times agreed with Executive Director, Audiences and Development.

**Pension**

* Liverpool Philharmonic operates a Group Personal Pension Scheme whereby employees can elect to join end enjoy employer contributions.  In accordance with the **Pension** Act 2008, all qualifying employees will be auto enrolled into the Group Personal Pension scheme.

**Sickness Payments**

* Liverpool Philharmonic has a sickness absence policy and payments during sickness absence will be made in accordance with the policy. Details of the policy are available on request.

**Car Allowance**

* It is not expected that this post will require any business journeys however, for approved business journeys, an allowance will be paid currently this is 40 pence per mile.

**Other expenses**

* Other expenses necessarily incurred arising from the performance of duties of the job will be paid, subject to clearance by your line manager.