

RIVERSIDESTUDIOS

Job Title: Food & Beverage Assistant Manager

Location: Riverside Studios – Hammersmith, London

Reporting To: Food & Beverage Manager

Role Overview

Riverside Studios is a multi-arts centre located on the banks of the River Thames in Hammersmith, presenting contemporary theatre, film, visual arts, and television production. Alongside its artistic programme, Riverside Studios offers a vibrant hospitality experience for audiences, visitors, and event clients.

The Food & Beverage Assistant Manager supports the Food & Beverage Manager in the day-to-day operation of all food and beverage outlets, ensuring exceptional guest experiences, operational efficiency, and commercial performance. This role is responsible for leading supervisors and front-of-house teams, maintaining consistently high service standards, and ensuring smooth operations across the restaurant, bars, bakery, private events, and theatre service.

The Assistant Manager plays a key role in driving sales, controlling costs, developing the team, and ensuring compliance with all company policies and statutory regulations. In the absence of the Food & Beverage Manager, the Assistant Manager assumes responsibility for the department and its operations.

Key Responsibilities

Food & Beverage Operations & Service Delivery

- Support the Food & Beverage Manager in the daily operation of all F&B outlets, including the restaurant, bars, bakery, private events, and theatre service.
- Lead operational shifts, ensuring excellent guest service and efficient service delivery throughout all trading periods.
- Take responsibility for the department in the absence of the Food & Beverage Manager.
- Ensure fast, efficient service during peak trading periods, particularly pre-show, interval, and post-show service.
- Monitor staffing levels, guest flow, and service standards to maximise operational efficiency.
- Ensure food and beverages are prepared and served consistently in accordance with company standards.
- Resolve guest complaints and service issues professionally, ensuring appropriate service recovery.
- Drive sales through effective upselling, promotions, seasonal offers, and product knowledge.

- Ensure compliance with licensing legislation, responsible alcohol service, food safety, hygiene, and health & safety regulations.
- Monitor outlet presentation, cleanliness, maintenance, and operational readiness at all times.
- Investigate and report operational issues, incidents, maintenance concerns, and customer feedback where required.

Financial Performance & Stock Management

- Support the achievement of departmental revenue, labour, and gross profit targets.
- Assist in monitoring daily sales performance and identifying opportunities to increase revenue.
- Oversee stock control across all outlets, ensuring accurate ordering, receiving, storage, and stock rotation.
- Monitor stock variances, wastage, breakages, and shortages, implementing corrective actions where necessary.
- Assist with supplier deliveries, invoice checking, stock reconciliation, and monthly stock takes.
- Support labour management by monitoring staffing levels in line with business demand.
- Ensure company procedures relating to cash handling, till reconciliation, and financial controls are followed.
- Take responsibility for accurate cash handling throughout the shift, including the secure management of cash takings, float, and cash transactions.
- Complete and/or oversee end-of-day cashing-up and reconciliation, ensuring till records, cash declarations, card transactions, and physical takings are accurately recorded and balanced.
- Investigate and report any cash discrepancies, ensuring supporting documentation is completed and issues are escalated to the Food & Beverage Manager where required.
- Ensure all cash handling and reconciliation procedures are completed correctly, with appropriate checks and sign-off in accordance with company procedures.

Performance & Event Operations

- Support the delivery of food and beverage service during performances, private hires, corporate events, press nights, and special functions.
- Work closely with theatre operations, kitchen, technical, and events teams to ensure seamless event delivery.
- Coordinate staffing, outlet setup, and operational planning according to audience numbers and event requirements.
- Ensure all outlets are fully stocked, staffed, and operationally ready before audience arrival and service intervals.
- Contribute to the planning and implementation of new menus, promotions, and operational improvements.

Team Leadership, Training & People Management

- Lead, motivate, and support supervisors and front-of-house teams to deliver consistently high standards.
- Conduct shift briefings covering operational priorities, sales targets, product availability, and health & safety updates.

- Allocate duties effectively to maximise productivity and guest satisfaction.
- Coach supervisors and team members through regular feedback and on-the-job training.
- Support recruitment, interviewing, onboarding, and induction of new employees.
- Assist with performance management, probation reviews, absence management, and disciplinary procedures where appropriate.
- Identify training needs and support employee development and succession planning.
- Ensure all mandatory training and compliance requirements are completed within required timeframes.
- Foster a positive, inclusive, and collaborative working environment.

Compliance & Operational Standards

- Ensure full compliance with company policies, food safety legislation, licensing requirements, and health & safety procedures.
 - Conduct regular operational audits to maintain standards across all outlets.
 - Support risk assessments, accident reporting, and implementation of corrective actions.
 - Ensure equipment is maintained and faults are reported promptly.
 - Promote a culture of continuous improvement, accountability, and operational excellence.
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KPIs

- Achievement of departmental sales, labour, and gross profit targets.
 - Customer satisfaction scores and positive guest feedback.
 - Service speed targets achieved during pre-show, interval, and post-show periods.
 - Queue times maintained within agreed operational benchmarks.
 - Growth in average transaction value through effective upselling.
 - Reduction in stock losses, wastage, and breakages.
 - Accurate completion of stock takes and inventory controls.
 - Labour costs maintained within agreed budgets.
 - Compliance audit scores achieved across food safety, licensing, and health & safety.
 - Staff retention, engagement, and completion of mandatory training.
 - Successful delivery of performances, private events, and corporate functions.
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Person Specification

Essential

- Previous management or senior supervisory experience within hospitality, food & beverage, and events.
- Strong leadership skills with the ability to motivate and develop teams.
- Experience managing high-volume food and beverage operations.
- Excellent knowledge of restaurant, bar, and event operations.
- Strong understanding of stock control, labour management, and financial performance.
- Excellent communication, organisational, and problem-solving skills.
- Ability to work under pressure while maintaining exceptional service standards.
- Good understanding of licensing, food safety, and health & safety legislation.

- Flexible approach to working evenings, weekends, and performance schedules.

Desirable

- Personal Licence Holder.
- Experience within arts, entertainment, or cultural venues.
- Experience using POS, rota management, and stock management systems.
- Level 2 Food Safety qualification.
- First Aid qualification.