



WE PLAY

WE ENGAGE

WE'RE ALL IN



GROUP FOOD & BEVERAGE MANAGER

Reports to: Operations Director- Field role with London office base

Delivery of strong and competent food & beverage management across the business. To lead the day-to-day delivery of the F&B experience and to ensure that the parks achieve target F&B margin whilst providing the agreed product range in a safe environment.

KEY RESPONSIBILITIES

1. Work with our parks to lead delivery of our F&B range in line with our brand
2. Work with our park teams to deliver all F&B KPIs
3. Frequently review F&B performance with management teams
4. Deliver ancillary product spend per jumper.
5. Lead on all F&B regulatory compliance (EHO, Trading Standards, Licensing etc)
6. Lead ongoing maintenance of F&B equipment to ensure high quality, safe environment
7. Lead F&B integration of all park acquisitions
8. Continually support and develop park teams' knowledge in respect of F&B product, systems and service delivery
9. Ensure our F&B management system is maintained for accuracy of allergens, recipes, products, suppliers and reporting
10. Ensure managers are fully trained in the use of our F&B management system so that all orders, deliveries, stocktakes, transfers and par levels are correctly processed and controlled.

MEASURING SUCCESS

- F&B spend per head
- F&B net revenue
- F&B Gross Profit
- Parties Gross profit
- EHO rating & external audits
- Kcal and allergen compliance
- Speed of acquisition integration of F&B systems and products
- Customer NPS
- Mystery Guest

BRILLIANT BEHAVIOURS

- Approachable, supportive and professional
- Confident, articulate communicator
- Enthusiastic, driven and ambitious
- Target-driven, analytical
- Ability to roll your sleeves up and happy to work at pace
- Highly organised
- Solution finder
- Brand ambassador

OUR PURPOSE & VALUES

Our purpose is simple. We create moments that matter, every day. For our teammates, the jumpers in our parks and the grown-ups that bring them. So they all feel a little happier, healthier and bouncier for time spent with us.

We Play – have fun whilst we work and we're always learning.

We Engage – with our colleagues, networks and customers. Listening as hard as we speak.

We're All In – we bring our whole self to work and give it our all and always think team first!

SKILLS & EXPERIENCE

- Experience in national/regional multi-site or multi-outlet role
- Proven experience in a similar F&B role
- Ownership of stock management system
- Level 3 Food Safety
- IOSH desirable