



**North
Northamptonshire
Council**



Job description

Details of the job

Post title:	Food, Beverage and Venue Manager
Salary grade:	Grade 7
Hours:	Full Time, 37 hrs per week
Location:	Chester House Estate, Wellingborough
Reports to:	Chester House Estate General Manager
Service area:	Chester House Estate – North Northamptonshire Council

The Chester House Estate was a £14.5 million restoration project funded by North Northamptonshire Council and The National Lottery Heritage Fund. Since opening in 2021, it has become a thriving visitor attraction, educational facility and archaeological archiving centre.

We are committed to making the Chester House Estate a must-visit destination - a place where education, learning and enjoyment enrich lives while celebrating Northamptonshire's outstanding heritage. Our goal is to provide high-quality, unique and sustainable educational experiences for all ages and communities. Through our mission, we offer everyone the opportunity to connect with the estate's rich past, vibrant present and evolving future.

We have plans to take our visitor engagement, functions, and events to a whole new level and we need someone fantastic to be part of our team to lead on this delivery. The Food, Beverage and Venue Manager will be a key member of the Chester House Leadership Team, acting as Deputy when required for the General Manager. The Food, Beverage and Venue Manager role leads and line-manages the visitor services team, including the food and beverage secondary spend, weddings and conferencing departments.

The role will also play a key role in the development of new business ventures and will enhance current business operations such as weddings, parties and functions to ensure maximum revenue for the site. They will work closely with the marketing and events teams to develop innovative ways to attract new audiences, drive repeat business and ensure that Chester House remains a premier venue of choice.

The post will oversee a large farmhouse restaurant, two wedding venues, four conference venues and multiple external catering outlets. They will line-manage the catering team and venue operations team (team size circa 8 FTEs), ensuring high standards of service, hospitality and operational efficiency. The role

requires a strong leader who can drive performance, develop staff and ensure excellent customer experiences.

They will oversee the growth of the department following a successful opening few years. We want to develop our service, food quality, venue sustainability and partnerships while implementing best practices in environmental sustainability, such as reducing food waste, using locally sourced ingredients and adopting sustainable catering practices. The role will also involve fostering strong relationships with suppliers and stakeholders to enhance the overall offering of the estate.

Additionally, the post holder will work on improving operational efficiencies, ensuring health and safety compliance and delivering an exceptional visitor experience. They will be responsible for setting and achieving revenue targets, managing budgets effectively and ensuring cost controls without compromising quality.

The Food, Beverage and Venue Manager will act as Day Manager on a rota basis. Due to the nature of the business, regular weekend and Bank Holiday working is required. The Manager is also a key member of the Chester House Estate Leadership Team and will need to work together with other managers to ensure our visitors have a safe and enjoyable experience at The Chester House Estate.

Occasionally, situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the estate. In addition, all employees are expected to adhere to the organization's commitment to providing a safe and positive working environment for all. The role requires a proactive and dynamic approach, with a commitment to continuous improvement and excellence in service delivery.

Overall purpose of the post

1. To lead and line manage the F&B and Venue team.
2. To play a key role in the development of new business ventures and enhance current business operations such as weddings, parties, and conferencing functions to ensure maximum revenue for the site.
3. To be a key member of the Chester House Leadership Team, acting as Deputy when required for the Chester House Estate Business Manager.
4. Responsible for delegated operational budgets (income generation as well as expenditure control).
5. To drive continuous improvement in service delivery ensuring a high-quality visitor experience across all venue and catering operations.
6. To develop and implement strategic plans to increase footfall, visitor engagement and secondary spend opportunities.
7. To establish and maintain strong relationships with suppliers, external partners and industry professionals to enhance business growth and sustainability.
8. To oversee compliance with health and safety regulations, licensing requirements and best practices in hospitality and venue management.
9. To ensure staff development, training and motivation to create a high-performing and customer-focused team.
10. To work closely with the marketing and communications team to promote events, catering and venue hire services effectively.

Main accountabilities

1. Oversee and manage the daily operations of food and beverage services, weddings, conferencing and retail to ensure a seamless and high-quality visitor experience.
2. Develop and implement business strategies to drive revenue growth, optimise costs and improve overall profitability.
3. Lead, train, and motivate the visitor services team, ensuring high performance, engagement and professional development.
4. Ensure compliance with health and safety regulations, food hygiene standards and licensing requirements across all areas of responsibility.
5. Develop and maintain key partnerships with external suppliers, stakeholders and local businesses to enhance service delivery and operational efficiency.
6. Work closely with the marketing team to promote events, venue hire and catering services to a wide audience, driving increased bookings and visitor engagement.
7. Monitor and analyse financial performance, setting and managing budgets and implementing cost control measures without compromising service quality.
8. Oversee venue sustainability initiatives, including waste management, local sourcing and environmentally responsible practices.
9. Act as a key point of contact for customers, handling complaints, feedback and ensuring a high level of customer satisfaction.
10. Take responsibility for the overall presentation, maintenance and operational efficiency of all venues and catering outlets, ensuring a welcoming and professional environment for visitors.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

PERSON SPECIFICATION

Post Title:	Food, Beverage and Venue Manager
Grade	
Service Area:	Culture, Tourism and Heritage

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education and Qualifications	Graduate qualification (or equivalent experience) in Management, Business Studies, Marketing, Communications, Finance or related discipline.	Personal License holder. First aid trained Level 3 food hygiene certificate
Experience and Knowledge	Significant and proven experience of Food and beverage management Significant and proven experience events management, including weddings and conferencing. Experience managing teams from varied backgrounds. Demonstrated ability to grow a commercial operation.	Experience of working with volunteers or community groups Appreciation and understanding of the importance of the historic environment.

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Ability and Skills	<p>Excellent customer service skills and high service standards.</p> <p>Strong relationship management and influencing skills</p> <p>Excellent planning and report writing skills</p> <p>Excellent time-management skills</p> <p>Confident, flexible and relaxed management style, able to communicate effectively with everyone.</p> <p>IT skills to manage a large EPOS and online book system.</p> <p>Experience working with a CRM system.</p>	<p>A dynamic leadership style, and the ability to manage a diverse permanent and seasonal team.</p> <p>Monitoring, evaluation and analytical skills</p>
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	