



Appointment of
Food and Beverage Manager

Term time plus 1 or 2 weeks
Information for Applicants

Letter from the Head

Dear Applicant

Thank you very much for your interest in becoming Food and Beverage Manager here at Alleyn's. I am delighted that you are considering it and I hope to give you a sense of our school and why it is such a wonderful place to work! Our ROCCK values (Respect, Opportunity, Curiosity, Courage, Kindness) will also tell you what we are seeking to achieve here.

So, why Alleyn's? I started as Head here in January 2021, so I feel in a good position to help you answer that question, having asked it myself a few short years ago! You'll know, from our website, most of the key facts. We are an academic, co-educational through-school; our Junior School is also on our site and we love the fact that many of our pupils learn here from 4–18. We are situated in an inspiring leafy part of SE London, on a beautiful and well-resourced site with the City of London twinkling enticingly on the horizon, just about four miles away.

As one of the three Dulwich Foundation Schools, Alleyn's is part of a historic foundation which has been educating young people for 400 years. Our namesake and founder, Edward Alleyn, was one of the great Elizabethan players, and playful academic exploration and discovery is something we very much welcome here. I won't go into the less reputable activities he was famous for, but as well as acting, Edward Alleyn was also a philanthropist and a philosopher. His "College of God's gift" was established to change the lives of children – initially "12 poor scholars". It is rather wonderful that the original 12 has grown into our large, thriving community of more than a thousand children. Alleyn's has been honouring the founder's legacy, as one of this country's leading co-educational schools, for generations.

We are very over-subscribed and entrance to the school is intensely competitive. Our pupils are gifted and ambitious and, unsurprisingly, they do extremely well in exams. I can't pretend that we are not proud of our pupils' results; we are, of course, but they are a by-product of an Alleyn's education, not the reason for it. The 'outcomes' we most care about are the incredible young men and young women who leave us. They are engaging, grounded, passionate and interesting individuals, who cross the stage at graduation, aware of who they are and what they care about and very ready to go out into the world and make it better. We're not the only people who think this; we loved Tatler's take on it in their Schools Guide this September: "If you're looking for the epicentre of forward-thinking education, here it is" they said, quoting a recent visitor to the school, 'the school is "dynamic, diverse and thinking in the future tense."

The really lovely staff/pupil relationships here are critical and they underpin all we do. The strength of the relationships was one of the things people told me about before I started at the school and the other thing was how delightful Alleyn's pupils are. And they were right on both counts! Our students are grounded, engaged and enormous fun; they wear their talents lightly, they support each other, they are often impassioned and keen to fight for important causes and they are (mostly!) very engaged by the adventure of learning. They also make us laugh a great deal (you can see lots of evidence of all of this in our latest ISI report - do have a look at the highlights online).

Pretty much all of our pupils are involved in the co-curricular life of the school and in our partnership

and outreach programmes. This matters to us and we do ask all our teaching staff to play an active part in the co-curricular and enrichment programmes partly because so much of the fun and friendship here stems from this. Equally, of course, most staff will play a role in the pastoral care and education which is delivered through Year Groups, School Sections and Houses. The Outreach programmes at Alleyn's are a big part of who we are and a critical part of an education here.

I hope this summary has been helpful and that you feel excited by this opportunity and keen to apply. If perhaps you are thinking that a historic, academically selective independent school might be a bit daunting or might not be the right place for you, can I urge you to reconsider this? We are emphatically not a 'one-size-fits-all' community and we take great pride and delight in individual differences and the successes these bring. And of course, our pupils benefit from seeing a varied team of adults working together successfully and happily as part of a diverse and inspiring team. If you join us, we hope that you will quickly feel part of the school community and we will warmly encourage you to make the most of the many opportunities for personal and professional development on offer.

I also very much hope that you will be able to get a sense of the energy and fun at the heart of our school during this recruitment process. The informality, the warmth and the unpretentious approach at Alleyn's really is infectious and I hope you will feel it, as I did, the moment you walk through the doors. There is nothing entitled, stuffy or pompous about this school. And we really hope that you will enjoy getting to know us a little bit.

May I wish you the very best of luck.

Yours faithfully,



Mrs Jane Lunnon
The Head



About The Role

The Food and Beverage (F&B) Manager will work in partnership with Event Delivery colleagues and will be responsible for overseeing all aspects of F&B operations across the School’s commercial outlets – including the bar and café, and meetings and events. This includes but is not limited to plated meals, buffets, drinks receptions, private events, and bar services.

Responsibilities of the Role:

Food and Beverage Management

- Oversee the daily running of the F&B operations for all commercial outlets, meetings and events, ensuring all services are delivered to the highest standard.
- Coordinate closely with the Catering team and other key support departments to ensure timely preparation and seamless delivery of F&B services in alignment with event requirements—before, during, and after each event.
- Manage the setup, service, and breakdown of catering areas and bar operations for events, ensuring all spaces are clean and presented to a high standard.
- Manage and coordinate the Hospitality and Events Assistants, casual event staff, and when applicable, agency event staff, to ensure timely preparation and delivery of hospitality equipment, aligned with service requirements.
- Create cost-effective staff rotas to ensure there is appropriate staffing levels for all F&B operations, optimising efficiency while maintaining service excellence.
- Ensure larger events are efficiently and appropriately staffed, both in respect of headcount, the required skillsets and working with Event colleagues to deliver on the event requirements.
- Supervise F&B service operation, and support staff to deliver as needed during events to always ensure a smooth experience.
- Oversee and maintain an accurate inventory of all serveware and tableware related to F&B operations, ensuring timely procurement through purchase or hire of items in alignment with business needs.
- Work with the Catering team to update menu offerings and lead on producing of a termly F&B brochure.

Event Support

- Act as a key contact for F&B operations during events, ensuring smooth service and addressing client or guest needs.
- Supervise the allocated service staff for events, ensuring efficient service delivery and resolving any issues that arise.
- Maintain a strong presence during an event, closely monitoring all service elements, and promptly and proactively addressing any issues, feedback or instructions from the designated Event Manager/senior decision maker to ensure the event requirements are delivered to the highest standard.
- Ensure that all jobs allocated have been completed as laid out on the event instructions sheet.
- Support and maintain relationships with clients and users by giving exceptional customer service to ensure events run smoothly and as planned, anticipating client and guest needs. Where venues are hired to external customers, to encourage repeat bookings.
- Work with Events colleagues to deliver tailored F&B offerings.
- Collaborate with the wider Events Delivery department and commercial team (ASEL) in the delivery of additional duties as required to ensure the smooth execution of school and commercial events.



Staff and People Management

- Line manage Hospitality and Events Assistants, ensuring all team members understand their roles and responsibilities, including delivering one to ones, probation reviews, annual reviews and performance management, as appropriate.
- Provide on-the-job training and mentoring to team members, ensuring consistent service quality and professionalism.
- Undertake the operational management of assigned service staff, monitoring and addressing day to day performance and presentation, and escalating as appropriate to the Head of Events/Deputy Head of Events.
- Lead pre-shift briefings to prepare staff for service, communicating any event-specific requirements.
- Evaluate team performance post-event, identifying areas for improvement and recognising achievements.
- Lead in the recruitment, onboarding, and induction of new staff as required.
- Devise and deliver training for Hospitality and Events Assistants and casual staff under the direction of the Head of Events to ensure the highest standards of delivery are maintained.
- Problem solve collaboratively with Events colleagues, and Catering team where there have been issues, to ensure a process of continuous improvement is adopted.

Commercial

- Manage F&B inventory for F&B commercial outlets and events effectively by monitoring stock levels, placing orders as needed, ensuring regular stock rotation, and minimising waste.
- Oversee transactions during service, ensuring accuracy and accountability in card handling.
- Oversee the use of Square POS software for all F&B outlets, ensuring accurate sales tracking and reporting.
- Utilise Square POS to monitor stock levels and oversee inventory management, ensuring accurate forecasting and cost control.
- Train staff on the effective use of the POS system, ensuring proper handling of transactions, refunds, and discounts.
- Analyse sales data from Square POS to identify trends, optimise pricing, and maximise profitability.

Customer Service

- Deliver exceptional customer service, addressing any enquiries or concerns promptly and professionally.
- Act as a point of escalation for customer complaints in regard to the F&B operations, working to resolve issues in a timely and satisfactory manner.
- Foster a positive guest experience, encouraging repeat business and positive feedback.

Health and Safety

- Ensure all F&B operations adhere to licensing laws, food safety regulations, and venue policies.
- Implement and enforce hygiene standards in all F&B areas, including storage, preparation, and service areas.
- Act as the Personal Licence holder for allocated events (relevant training will be given).
- To be familiar with the fire alarm system, emergency evacuation, and lock down procedure (training will be provided) and to take full responsibility and implement these systems while on duty.
- Demonstrate good knowledge about the school's facilities, features, and wider community to be able to assist guests at Alleyn's.
- To comply, and ensure others comply, with the school and venue-specific health and safety policy and terms and conditions.
- Administer basic first aid to staff and customers as appropriate (training can be provided).



Other

- Be aware of the School's Health & Safety Policy.
- In conjunction with all staff of the School, support, promote, and act within the School's data protection policies and practices.
- Promote the School's eco-agenda and ensuring all work is carried out with a view to reducing waste and protecting our environment.
- In conjunction with all staff of the School, support, promote, and act within the School's Safeguarding Policy.
- Undertake any additional duties, as directed by line managers which are within reasonable capability and responsibility of the F&B Manager.

Line Management

The F&B Manager is managed on a day-to-day basis by the Deputy Head of Events. The role holder will also have free access to the Chief Operating Officer who holds ultimate responsibility for Operational Staff.

Our Values (the Alleyn's ROCCK!)

Respect
Opportunity
Curiosity
Courage
Kindness

Person Specification

The ideal candidate will have:

Qualifications and Experience:

- Proven experience in managing F&B operations across a range of service formats (e.g. plated meals, buffets, bar service, receptions).
- Experience working in a customer-facing hospitality or events environment.
- Strong background in supervising and coordinating staff, including casual and agency teams.
- Knowledge of food safety, licensing laws, and health and safety regulations.
- Proven ability to manage stock, use POS systems (e.g. Square), and maintain accurate records related to inventory and sales.
- Experience designing rotas and managing staffing levels in accordance with operational requirements.
- Experience in providing high-quality customer service, with the ability to anticipate and respond to client and guest needs effectively.
- Personal Licence holder and First Aid trained (or willingness to undertake training).

Skills and Abilities:

- Excellent communication and interpersonal skills, with the ability to liaise confidently with a wide range of stakeholders including clients, colleagues, and senior leadership.
- Strong organisational and time-management skills, with the ability to prioritise workload in a fast-paced environment.
- Practical leadership skills and the ability to motivate and manage staff.
- A hands-on, proactive approach with strong problem-solving ability.
- Capable of working independently and as part of a team, with a collaborative approach to service delivery.
- Ability to remain calm under pressure and to make decisions quickly and effectively during live events.

Personal Attributes:

- A positive, professional, and flexible attitude with a strong commitment to service excellence.
- High levels of personal integrity, honesty, and reliability.
- A customer-focused mindset, dedicated to providing a welcoming and high-quality experience.
- Commitment to the School's values and ethos, including safeguarding, inclusion, and sustainability.
- Willingness to work evenings, weekends, and flexible hours as required by the event schedule.
- Smart appearance and professional conduct at all times.



Working at Alleyn's

Terms and Conditions

Contractual hours and salary will be subject to the availability and experience of the successful applicant. As a minimum, we require the individual to work 37.5 hours a week in term time (34.5 weeks per year), excluding a 30-minute unpaid break. Hours are typically spread across 5 out of 7 days, Monday to Sunday, including evenings as required. Term dates are available [here](#). Ideally, we also require 5 to 10 days holiday working to facilitate planning for term time events and to oversee the delivery of critical events which take place during the holiday period.

The full time, all-year-round salary for the position is £35,000 to £40,000 dependent on skills and experience, and this will be pro-rated to the term time nature of the role so applicants should expect to receive a gross salary in the region of £27,000 to £30,000 per annum, dependent on the contracted hours agreed. Salaries are paid in twelve equal monthly instalments.

The school provides additional benefits to its staff, including income protection insurance, an employee assistance programme, enhanced family leave pay, lunches and other refreshments, the use of school facilities including the swimming pool and gym, a cycle-to-work scheme, a tech scheme, and holiday purchase scheme, access to the library, free tickets to school performances, and the opportunity to join one of two private healthcare plans. Staff also enjoy discounts with local businesses and may use holiday sports camps for the children of staff at a preferential rate.

Members of staff who have children attending Alleyn's Junior and Senior Schools will benefit from 25% fee remission which, subject to means testing, may increase to a maximum of 85%. This is a non-taxable benefit, and any means-tested element is reviewed annually. Staff children must meet the same admissions criteria as all pupils at Alleyn's. There is also some fee remission available in respect of staff children attending Dulwich College and James Allen's Girls' School, though the terms and conditions are different, and it is a taxable benefit.

The role holder will have access to, and may be automatically enrolled into, the School's Group Personal Pension Plan, currently provided by Legal & General. This plan may involve contributions being made via salary sacrifice based on 6.5% employer contributions.

The post is permanent following successful completion of a six-month probationary period.

On completion of the required recruitment checks, the post would be available to the successful candidate with immediate effect or at the completion of their due term of notice.

Commitment to Safeguarding

We are fully committed to providing a safe environment for children, staff and visitors. We promote a climate where anyone in the community can freely share their concerns about themselves, or others, in terms of individual safety and well-being. We protect the interests of the children at Alleyn's through awareness among all members of staff of the kinds of issues of abuse, maltreatment and neglect that would impair a pupil's health or development. In this way, Alleyn's supports its pupils' development by fostering security, confidence and independence.

We provide an environment in which children and young people feel safe, secure, valued and respected, and know how to approach adults if they or those whom they know are in difficulties, with the assurance that they will be listened to. Everyone in the staff community at Alleyn's takes responsibility for safeguarding, and we always aim to act in the best interests of the child.



Arrangements for the Appointment

Applications

Further information about how to apply can be found on our website, www.alleyns.org.uk/jobs.

The deadline for applications is midnight on **Wednesday 13 August 2025**.

If you have any questions, you are very welcome to contact the HR Department, by email at Jobs@alleyns.org.uk or by phone on 020 8299 8055.

Interviews and Appointment

Interviews will be conducted at the School. This will consist of interviews with relevant colleagues including the Chief Operating Officer, Deputy Head of Events and Head of Events. There will also be an opportunity to meet with other relevant staff.

Please note that references may be taken up before the interviews. If you would prefer to be contacted first please state this.

Safeguarding Checks

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and an enhanced DBS check.

Equal Opportunities

As an Equal Opportunities employer we welcome applications from all applicants who meet the requirements for the position. However we are especially keen to receive applications from those in minority groups for which the School is currently underrepresented. We celebrate diversity and thrive on the benefits it brings.

