
GOOD VIBES ON AN INDUSTRIAL SCALE

About FarGo Village

FarGo Village, Coventry's Creative Quarter, is an artistically re-purposed industrial space in Coventry City Centre, designed exclusively for creative, independent businesses and like-minded visitors. It is located on Far Gosford Street, a recently regenerated area with a rich cultural heritage.

We are fiercely independent! We have an eclectic mix of over 40 independent businesses based here, including creative designers, makers, artists, a craft brewery, artisan foodies, a museum dedicated to Sgt Bilko and a independent food hall.

See www.fargovillage.co.uk for more information.

As part of its unique offering, FarGo Village is home to **The Box**; an exciting multipurpose venue with 420sq meters of statement space. The Box aims to bring an independent creative twist to events. With two unique, versatile and accessible spaces, The Box is suitable for conferencing, team building, weddings, live entertainment and more. Room for up to 500 guests standing or 250 seated, with the option to create bespoke and flexible packages, we are looking to establish FarGo, and The Box, as a key alternative venue in Coventry and the wider West Midlands region.

Factory is the latest addition to FarGo and is bringing something new and unique to Coventry's food scene as it provides a new home for some of the most exciting independent kitchens and traders from the local area. Factory is a social all-day dining experience, situated in multiple repurposed units at FarGo Village. Recently funded by the CWLEPS's Get Building Fund, Factory launched at the beginning of June, alongside the launch of Coventry's year as UK City of Culture 2021.

About the role

We are looking to recruit an Operations Manager to oversee the operations in both **Factory** and **The Box**.

This post will be responsible for helping to shape and develop these two venues, establishing them as successful and profitable year-round destinations.



This post will need to:

- Ensure the venue runs smoothly, prioritising the customer experience
- Manage the bars in both venues, including managing a team of casual staff, the cellar and stock
- Manage the staffing rota for Factory and the Box bar
- Manage turnover of tables, ensuring the venues always remain clean and respectable
- Manage cash and keys
- Working with external auditors and contractors
- Manage the inhouse till systems
- Take responsibility for the cleaning, health and safety and fire safety systems within both venues
- Oversee recruitment procedures
- Produce financial breakdowns and reports
- Assist in delivering high quality events and excellent customer service to a variety of markets (varying from conferences to weddings, formal to relaxed)
- Implement operational procedures and train casual staff members
- Manage relationships with key stakeholders operating in Factory
- Manage marketing for Factory and assist with The Box social media, such as replying to customers on social media & posting updates on social media
- Devise F&B incentives to increase footfall/customer spend in Factory
- Maintain F&B/seasonal trends within Factory
- Manage recurring events in Factory (Open Mic, Quiz Night)

The ideal candidate

We are looking for someone that has experience in the hospitality industry, bar management and food outlets. Essential qualities and qualifications include:

- 2+ years food and beverage or operations experience in a restaurant, pub (or other F&B outlet), hotel or event-based business
- Being used to, and prepared to, work long and antisocial hours
- Managing and understanding difference strengths within the team; managing large teams over different departments
- Conflict management; dealing with problematic and aggressive guests and team members
- Excellent communication and customer service skills
- Personal licence holder
- Drivers Licence
- Understanding trends in the F&B industry



Additional Information

- Between £21k - £25k per annum dependent on experience
- A performance based rewards package will be in place in addition to the base salary
- This post will report to the FarGo's Venues Manager
- This post will work closely with the existing wider FarGo Village team and manage and a team of casual staff

The venue is open and operational Thursday – Sunday. Core hours for this role are expected to be either Wednesday to Sunday or Thursday to Monday, at hours in line with the hospitality industry.