



STAVROS
NIARCHOS
FOUNDATION
CULTURAL
CENTER

ΚΕΝΤΡΟ
ΠΟΛΙΤΙΣΜΟΥ
ΙΔΡΥΜΑ
ΣΤΑΥΡΟΣ
ΝΙΑΡΧΟΣ

Συντονιστής/Συντονίστρια Εστίασης F&B Officer

Designed by the architectural firm Renzo Piano Building Workshop, the Stavros Niarchos Foundation Cultural Center (SNFCC) is a sustainable, world-class cultural, educational and recreational urban complex that includes the new building facilities of the National Library of Greece and the Greek National Opera, alongside with the Stavros Niarchos Park. It was constructed through a grant from the Stavros Niarchos Foundation and was transferred to the Greek State in February 2017.

SNFCC Single Member S.A. is a public benefit organization, responsible for the maintenance, operation, and management of the Stavros Niarchos Foundation Cultural Center and the Stavros Niarchos Park, while at the same time, developing its own cultural, educational and sports programming, open to all and free of charge, thanks to an exclusive grant from the Stavros Niarchos Foundation.

SNFCC Single Member S.A is an employer that provides equal opportunities, through prohibiting discrimination against employees or candidate employees regarding their race, skin color, religion, nationality, ethnic origin, gender, age, disability, marital status, sexual orientation or any other category protected by the law. SNFCC Single Member S.A ensures that all candidates will be treated equally with accordance to their qualifications and the conditions laid down by the law.

The **Department of Commercial Partnerships** is responsible for the design and implementation of the partnerships development strategy regarding the provision of services within the SNFCC premises, as well as for the management of such partnerships, aiming to maximizing revenues of the SNFCC Single Member S.A. and constantly upgrading the visitors' experience. Such services include food & beverage services, parking services, the SNFCC store, etc.

SNFCC is currently looking for a **F&B Officer**, reporting to the Commercial Partnerships Director. The **ideal candidate** will be maximizing SNFCC Single Member S.A.'s revenues through the optimum exploitation of the food & beverage sites leased out to commercial partners, will be Monitoring the execution of each contract, in compliance with the agreed indicators and KPIs and will be providing an extraordinary experience to both visitors and employees through the use of such services.

Main duties and key responsibilities:

- Manages relations with all food & beverage commercial partners, in accordance with the terms and conditions of each individual contract
- Closely monitors the individual contractual obligations of each partner, including safety regulations, required licensing, certifications, etc. and notifies supervisor in case of deviations
- Monitors the latest trends prevailing in the market and the competition, in Greece and abroad
- Identifies challenges and opportunities for growth and submits proposals on upgrading the visitors' experience and increasing revenues by enriching product lines and launching new services
- Contributes to the development of customer surveys, aiming to identify visitors' needs and find ways to fulfill them
- Communicates business needs to the Marketing Team, in order to regularly highlight and promote the SNFCC venues, taking into consideration the particular needs of each partnership
- Contributes to the evaluation and development of the business model for each venue, so that it is smoothly integrated into the wider operation of the SNFCC and is being adapted according to each season and planned activities (Christmas, Nostos Festival, events, etc.)
- Reviews the suggested seasonal pricelists and services to make sure they cover the needs of all customer segments and provide choices for all
- Closely monitors sales and efficiency by preparing multiple analytical reports
- Coordinates involved departments in providing solutions to issues that arise, aiming at the smooth operation of the business partner and the SNFCC
- Maintains excellent levels of support to in-house staff and outside collaborators

Requirements:

- University (Bachelor's) degree in Business Administration or Hospitality Management or other related fields
- Further specializations will be taken into account
- Proven work experience of at least 3-5 years in a similar position at 5-star hotels or popular F&B venues
- Good knowledge of the prevailing trends in the F&B sector and the implementation of best practices by the competition
- Excellent knowledge of the operation of F&B departments and services (à la carte & buffet restaurants, bars)
- Very good knowledge of menu development and pricing
- Good knowledge regarding permits & legislation compliance, procedures and operating regulations in matters of food safety issues, HACCP and ISO certifications
- Enology training will be considered a plus
- Excellent writing and speaking skills in Greek and English
- Excellent knowledge of MS Office, especially Excel and PowerPoint

Required skills and desired qualities:

- Ability to focus on pre-determined goals, in compliance with the organization's procedures and in adherence to deadlines
- Ability to identify and solve problems efficiently, using analytic and synthetic thinking
- Excellent ability to manage projects and perform successfully multiple tasks under pressure
- Ability to efficiently manage relationships with the contracting parties
- Ability to monitor budgets and prepare reports including statistical data
- Excellent written and oral communication skills
- Team spirit and collaborative attitude

Application process:

- The submission deadline is February 27, 2022, at 23:59 EET
- Candidates must submit their resume and a brief letter of interest [HERE](#).
- All applications will initially be assessed by an independent human resources consulting firm. Interviews with shortlisted candidates will follow. All candidates will be notified of the recruitment process completion.
- All SNFCC facilities and offices are fully accessible to Persons with Disabilities