



STAVROS  
NIARCHOS  
FOUNDATION  
CULTURAL  
CENTER

ΚΕΝΤΡΟ  
ΠΟΛΙΤΙΣΜΟΥ  
ΙΔΡΥΜΑ  
ΣΤΑΥΡΟΣ  
ΝΙΑΡΧΟΣ

## F&B Manager

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 **Commercial Partnerships Department** is responsible for designing and implementing the partnership development strategy for the provision of services through the SNFCC venues providing the state of the art venue design and the unique experiences that the SNFCC endeavors to provide both its visitors and employees. The services provided by the Department of Commercial Partnerships through contractors include the operation of catering venues, the parking facility, the SNFCC Store, bike rental, and more, wether currently in operation or to be in operation in the future.

SNFCC is seeking a candidate to fill the position of **F&B Manager**, reporting to the Commercial Partnerships Director. **The ideal candidate** will be responsible for ensuring an excellent experience for visitors and employees in using catering services, will contribute to the maximization of the SNFCC's revenues by streamlining the use of the catering facilities contracted/rented to partners, who are required to provide high-quality services and products, and will monitor the progress of each partnership and any need to take action for improvement as required, through specific proposals and alternative approaches.

### **Key Duties and Responsibilities**

- Contribute to developing the strategy and action plan of the Department of Commercial Partnerships in the field of their responsibility, catering.
- Contribute to the evaluation and development of the business model for each venue with an eye to integrating it into the SNFCC's broader operation and adapting it to seasonal requirements and events (Christmas, festivals, events)
- Ensure that the actions required to achieve the objectives of the annual plan are implemented, taking into account the priorities of the organization as well as the SNFCC's audience diversity.
- Manage relations with all catering contractors, based on the provisions of the respective contracts
- Identify challenges and growth opportunities through new partnerships, submit relevant proposals with a comprehensive implementation plan, always focused on improving visitors' experience and increasing the organization's revenues.
- Closely monitor individual contractual obligations, including the SNFCC's operational regulations, required licenses, certifications, etc., promptly alerting for any discrepancy and ensuring compliance
- Evaluate the proposed seasonal price lists and services to ensure they meet the needs of individual audiences and to offer choices for all.
- Closely monitor sales and key performance indicators (KPIs) through market research and partner reports

### **Requirements**

- A university degree or a three-year degree in Greece, or a recognized equivalent foreign university degree
- A postgraduate degree is an asset.
- Additional certifications related to the hospitality and catering industry are an asset.
- Proven work experience of at least 7 years in a relevant role in competitive working environments
- Experience in the catering, hospitality, care, and entertainment sectors is essential, where there is service provision in multipurpose catering venues.
- Experience in organizing and operating à la carte and buffet restaurants, bars
- A strong knowledge of global trends in the catering industry serving diverse audiences.
- Familiarity with arts and culture venues is an asset.
- Experience in managing complex projects, resources, and teams.
- A strong knowledge of workplace compliance, procedures, and operating principles in matters of hygiene and food safety
- Excellent knowledge of Greek and a very good command of English, both spoken and written
- Excellent command of MS Office, particularly Excel and PowerPoint

**Soft and Hard Skills**

- Strong organizational skills and a proven ability to manage projects of high standards and requirements.
- Strong negotiation skills, supporting arguments with evidence and data
- Effective budget monitoring and statistical analysis skills
- Initiative and problem-solving skills
- Flexibility in working mode, ability to respond to multiple tasks or demands, working within strict deadlines.

**Application Procedure:**

- The submission deadline is January 22, 2024, 16:59 EEST.
- 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 in writing of the recruitment process completion.
- All SNFCC facilities and offices are fully accessible to Persons with Disabilities.