

R A B Y

Job and Person Specification

Job Title: Food & Beverage Duty Manager

Reports to: General Manager High Force Hotel

Location: High Force Hotel

Job Ref: VA13-2021

Purpose of Job

High Force Hotel & Waterfall is situated in the North Pennines AONB (Area of Outstanding Natural Beauty) and the waterfall attracts tens of thousands of visitors each year, being one of the most natural iconic visitor attractions in the North of England. The hotel is an evolving addition to the Raby portfolio and currently has 11 letting guest bedrooms all designed and finished to a high standard and retaining many of the original features of this beautiful country inn.

We are growing our business to develop the hotel offering further, weddings and events have become an integral element of the business as have residential sporting groups where high standards will be absolute paramount.

We are therefore seeking a customer focused passionate team member to join our small team. The successful candidate will be able to consistently deliver excellent customer service with an informed, friendly and effective approach to hospitality. Ideally the successful candidate will have worked in a quality food and beverage operation and preferably at a supervisory level or above, you must be able to demonstrate exceptional service and a commitment to the industry. We are looking for someone who has a desire to grow and develop themselves within our diverse growing business.

You will be responsible for the day to day operational functions whilst on shift and act as duty manager to ensure that all of the company and legislative operating standards are adhered to and that our brand standards and values are delivered and profitably achieved by everyone on duty.

High Force hotel & waterfall is busy and changeable business operation and you will need to be adaptable around the various elements of the business, the hotel is a busy environment where our guests and visitors can enjoy consistent excellent service in a warm and relaxing environment which you will help to create and maintain. Our daytime operation can be very busy and fast paced, our evening business is very different, providing a more relaxed and intimate customer experience often to our residential guests but also to a growing non-residential demographic in our newly refurbished restaurant.

In the busy summer period, the waterfall kiosk will operate as a ticket point of sale and also as a refreshments point, visitors can purchase ice creams, hot and cold drinks and some light snacks. Other water-based activity permits are also sold from the kiosk for things like canoeing and fishing.

The majority of the time you will be based within the hotel and will be expected to coordinate and manage the team on duty effectively whilst you are undertaking the duty manager role, ensuring that time is being used efficiently and that all team members are adhering to the

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high standards which are in place, you will also make sure that everyone is following safe working practices.

As part of the duty manager role you will need to be able to undertake sleep in manager duties when required, this is expected to be around 1 per week on average but may be in blocks if the business needs require. The sleep-in manager will be on standby and need to be able to respond to any emergency situation that may occur during the night, although rarely disturbed you will need to be able to respond quickly and professionally should this be required.

Key Tasks and Responsibilities

- To assist with the operational demands in all areas of the business.
- To support others in achieving a shared objective of delivering excellent customer service and financial targets.
- To act responsibly and safely at all times, demonstrating excellent standards and safety principles across all sections of the business.
- To support other areas of the wider Raby Estate if required with the same degree of commitment.
- To be fully aware financials targets and business objectives. This to include sales, cover potential, GP% (food and beverage), stock controls and payroll controls.
- To assist with managing payroll costs by assisting with monitoring rotas daily in line with forecasted and actual business levels, making necessary adjustments to rotas depending on business demands.
- To be fully aware of departmental operating costs.
- To be fully aware of purchasing procedures within the company.
- To maximise all sales and revenue generating opportunities.
- To participate and assist with monitoring and controlling of stock.
- To implement all written and established procedures and processes across all sections of the business.
- To assist with maintaining and striving to improve business SOP's.
- To assist with keeping all team members sales focused and maintain and encourage an upselling culture throughout the business.
- To proactively provide suggestions on new promotional opportunities and be an active contributor to the core team at regular meetings.
- To assist with leading and creating a team environment which promotes good morale and ensures a high level of commitment and pride in the hotel, visitor attraction and wider estate.
- To assist with ensuring effective communication across all sections of the business.
- To assist with training and development and provide good leadership to junior and casual members of the team, ensuring that training records are updated when training has been delivered.
- To assist with meeting business objectives and understand the wider estate business plan where required.
- To participate with ensuring unacceptable behaviour or poor performance is challenged and corrected where company standards are not being met.
- To comply with all statutory requirements including fire, licencing and other local authority directives.

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- To assist with complying with statutory and Company requirements in relation to Health and Safety, Food Safety, Risk Assessment & COSHH, Licensing Laws, Disability and other legislation.
- To ensure all work is carried out safely without risk to health.
- To assist with helping the business reduce its environmental impact.
- To complete and record information required in the business compliance diary.
- To keep yourself informed of the business goals and objectives, maximising the role you play in achieving this.
- To be fully aware of and strictly comply with cash handling, key security and other security procedures at all times.
- To undertake any other reasonable project or task as requested by the management to grow and improve the business.

This list is not exhaustive, and you will be required to carry out any other reasonable tasks arising from time to time.

Skills Required:

- Excellent communication skills.
- Commitment to delivering excellent customer service.
- Good command of English.
- Standards driven.
- Lead by example.
- Excellent personal presentation.
- Confident and proactive.
- Able to cope under pressure.
- Think on your feet using own initiative.
- Consistent approach to hospitality.
- Flexible around the needs of the business.

Key Requirements:

Knowledge/Experience:

- Experience in a quality Food and Beverage led operation preferably at a supervisory level or above.