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| **Restaurant Supervisor, One Kitchen, One Garden Brighton** |

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| **Reporting to:** | **One Garden Kitchen (Restaurant) Manager** |
| **Working Hours:** | Full - time (5 Days, 40 hours per week) over seven days including bank holidays. |
| **Working Days** | 40 hours per week |
| **Salary:** | Up to £28,000 |
| **Annual Leave:** | 22 days leave entitlement |

**Job Purpose**

The Restaurant Supervisor role is integral to the delivery of the One Garden Brighton experience and its development as a tourist destination. This role will support and assist the Restaurant Manager to maintain high standards and operations of One Kitchen.

The role will deliver ‘exceptional service, every time, for everyone’ and champion a service culture within the team. The postholder will maintain consistent standards of presentation of people, service and product at all times. Reviewing performance regularly against sales and margin data, customer feedback and mystery visitor scores.

The supervisor role will deputise for the One Kitchen (Restaurant) Manager and support the front of house team to ensure they deliver their customer experience targets, ensuring the highest standards of customer service. This includes One Kitchen, the terrace, bar, coffee cart and any pop-up offers.

**Duties and responsibilities of the job**

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| 1. Work with the One Kitchen (Restaurant) Manager and wider management team to ensure the One Garden Brighton offer and ethos is upheld. |
| 1. Deputise for the One Kitchen (Restaurant) Manager and oversee the day to day running of One Kitchen front of house. |
| 1. Ensure the front of house team provide a first class customer experience and exceptional service is consistently maintained |
| 1. Serve customers and upsell any products identified by the One Kitchen (Restaurant) Manager, Market Manager and Head Chef |
| 1. Liaise confidently with visitors to One Garden Brighton to ensure they are enjoying an excellent customer service experience. |
| 1. Deliver expert knowledge of the products, events and experiences available at One Garden Brighton |
| 1. Assist the One Kitchen (Restaurant) Manager in maintaining the EPOS system, keeping the tills and stock up to date and processing deliveries in a timely manner. |
| 1. Open and close down One Kitchen on a rota basis, ensuring daily and regular processes are followed and operations are ready for business. |
| 1. Assist with other aspects of the commercial offer within the Walled Garden and surrounding grounds and supporting the events programme. |
| 1. Support the management of the One Kitchen, front of house team on a daily basis, ensuring that food & beverage operations are an integral part of the visitor experience and reflects the walled gardens and wider parks ambiance and ethos, helping to achieve the aim of creating a leading tourist destination. |
| 1. Help to ensure the One Kitchen (Restaurant) Team are adhering to all compliance requirements within the premise licences and Plumpton College Group polices on health and safety which includes food safety. |
| 1. Support the delivery of daily briefings with the front of house team, allocating duties, and ensuring daily opening & closing routines and cleaning schedules are carried out. |
| 1. Establish and maintain a strong working relationship with the Chef team to ensure the front of house team are highly knowledgeable and deliver efficient service from kitchen to table. |
| 1. Replenish stock and ensure products are presented to a high standard |
| 1. Work with the One Garden Brighton managers to ensure financial targets are met |
| 1. Ensure excellent presentation of food and retail products that consistently exceed customer and visitor expectations |
| 1. Work proactively alongside colleagues within the wider organisation to promote the organisational values |
| 1. Maintain a productive working relationship with One Garden Brighton staff, wider organisational colleagues, external stakeholders of Stanmer Park and external suppliers |
| 1. Resolve any day-to-day issues which may occur, whether it be related to menu, service and provide prompt resolution to customer complaints, recommending improvements to Restaurant and Operations Managers. |
| 1. Any other duties connected with the post as are reasonably required from time to time. |

**Qualifications / Skills / Knowledge / Qualities**

It is crucial that the successful candidate shares our student focussed values, equality of opportunity and parity of esteem for staff and students.

**At Plumpton College we are:**

• Ambitious and Progressive

• Enterprising

• Professional

• Passionate about everything we do

• Supportive

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| **Essential criteria for the post** |
| Excellent literacy and numeracy, with good IT skills |
| Previous experience of working in table service restaurants and catering and retail environment, preferably at a visitor attraction |
| Experience of working or supervising small to medium sizes events such as weddings and corporate parties |
| Excellent customer service skills |
| First class interpersonal skills and be a confident communicator​ |
| Willing to work flexibly and ensure tasks are completed to a high standard. ​ |
| Relevant food hygiene/ safety qualification Level 3 |
| Positive work ethic |
| Ability to work under pressure and manage conflicting priorities |
| Hold a Personal Licence to sell Alcohol (or be prepared to work towards achieving the qualification) |
| Hold a first aid qualification (preferred) |
| Full UK drivers Licence (preferred) |

**CONDITIONS OF EMPLOYMENT**

**Working Hours**

40 hours per week annualised with flex up in summer months and flex down in winter months; with regular weekend/evening and bank holiday working.

Hours of work will vary but are generally based around the One Garden Brighton operating and opening times of 8.00am to 6.00pm, therefore some flexibility will be required to meet the needs of the business, so this will also include some evening working for functions and events and whole college promotional events. One Garden Brighton is open all year round seven days per week.

**Annual Leave**

The holiday year is from 1 September - 31 August each year. The annual leave entitlement for this role is 22 working days, plus 8 bank holidays. Annual leave is bookable subject to business needs and should be planned and agreed with your Line Manager.

**Continuous Professional Development (CPD)**

This post will be entitled to CPD for skills updating, personal and professional development. All CPD must be planned, agreed and booked with your Line Manager.

**Pension**

The candidate appointed to the post will automatically become a member of the One Garden Brighton Pension Scheme and pay contributions as determined by annual salary levels.

**Equality and Diversity**

Plumpton College is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and eliminating unfair discrimination on any basis. This means that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

**Criminal Record Check via the Disclosure Procedure**

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as ‘spent’.  There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made, you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and “spent” convictions, cautions, reprimands or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government faculty lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The post-holder cannot begin employment with the College until the DBS Disclosure Certificate is received and considered by the Principal.