



JOB DESCRIPTION

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| JOB TITLE: | Tearoom Supervisor |
| HOURS: | 189 days (72.6% FTE) February, March & November 3 days per week for 13 weeks Summer Open Season (April to October) Tuesday to Saturday 8.30am to 5.30pm December & January 0 days per week |
| RESPONSIBLE TO: | Tearoom Catering Manager |
| WORKING WITH: | Business Development Manager |
| RESPONSIBLE FOR: | Seasonal Tearoom Assistants |
| SALARY: | £16,790 |

PURPOSE OF THE JOB

To support the Tearoom Catering Manager in the running, organisation, and delivery of an excellent catering service to maximise visitors' enjoyment of Kelmscott Manor. To help manage the Catering Team to ensure standards including food hygiene, customer service and health and safety are maintained.

MAIN DUTIES AND RESPONSIBILITIES

1. To assist in monitoring standards in customer service, Health and Safety, cleaning, maintenance, food preparation, till procedures and licensing as outlined in Kelmscott Manor's policies and procedures.
2. In the absence of the Tearoom Catering Manager, running the tearoom operation, preparing and delivering menus and ensuring strict stock control including wastage, stock taking, ordering and security.
4. Help to ensure the highest standard of food quality and presentation.
5. To assist in the recruitment, training, and performance of the team to enable the delivery of commercial targets and Key Performance Indicators (KPIs). To help ensure staffing levels are effectively managed to deliver the catering service.
6. To help ensure all staff comply with Kelmscott Manor financial and security procedures for cash, stock, equipment, restaurant/ kitchen premises and offices.
7. To undertake any other tasks and duties reasonably required by the line manager.



PERSON SPECIFICATION

| ESSENTIAL | DESIRABLE |
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| Training, Experience and Qualifications | |
| <ul style="list-style-type: none">• Experience of working in a team in a commercially driven catering environment• Food safety and hygiene certificate.• Proven track record of dealing with cash transactions | <ul style="list-style-type: none">• Food safety and hygiene certificate (Level 2) |
| Knowledge and Skills | |
| <ul style="list-style-type: none">• Demonstrable understanding of the principles of excellent customer care and visitor service.• Good numeracy and writing skills• Excellent organisation and planning skills• ICT skills for use of PC and other technologies. (Microsoft packages)• Excellent face to face communication skills• Ability to work calmly under pressure | <ul style="list-style-type: none">• Risk Assessment training• First Aid Certificate |
| Interpersonal Skills | |
| <ul style="list-style-type: none">• Neat and tidy personal appearance• Maintains and expects high standards of honesty and integrity.• Self-motivated 'hands on' approach.• Keen to develop new skills in self and others.• Lead by example | |
| Circumstances to consider | |
| <ul style="list-style-type: none">• To be prepared to be flexible in working hour patterns.• A commitment to Kelmscott Manors environmental/ 'green' action plan. | |
| Physical/ Health Requirements | |
| <ul style="list-style-type: none">• Standing for long periods necessary• Work entails reasonable lifting of heavy/ bulky objects within published health and safety guidelines on manual handling. | |