

KPIs

F&B Manager

1. Leadership

- a) Attend all group training and senior meetings.
- b) Develop on-boarding systems/training for the staff to follow
- c) Working with Deputy F&B Operations Manager & Supervisors develop standards of practice (SOP) for staff to follow and monitor accordingly
- d) Implement & chair weekly departmental meeting to share figures, key dates in the calendar, key messaging from SLT, the week ahead and AOB

Measure: Annual Performance Review, Staff Feedback, Customer Feedback, Staff Retention & Morale, Training Documentation

2. Staff Training

- a) Implement Performance Development Reviews for Catering Senior Team
- b) Maintain 5-star hygiene status
- c) Increase the number of volunteer opportunities across the department

Measure: Annual Performance Review, Staff Feedback, Staff Retention & Morale, EHO Report

3. Offer

- a) Catering Van/s to be opened throughout the Summer Holidays to include ice cream
- b) Christmas Menus and offer fully costed and available by September of each year

Measure: Sales Increased for Catering Vans, Presentation of Christmas offer by September each year, Customer Feedback (social channels)

4. Finance

- a) Delivery of income targets to budget
- b) Develop weekly sales, purchases and labour cost report
- c) Control wage costs in line with budget and sales performance
- d) Implement monthly stocktakes which are timely and accurate
- e) Menus and dishes costed into kitchen management system with all margins uploaded to EPOS for line-by-line profit analysis

Measure: Staff Ratio to Sales not exceeding budget, Cost of Sales not exceeding budget, Staff Feedback, Senior Catering Team having a good understanding of the numbers when asked

Job Description

Job title: F&B Manager

Department: Catering

Line management responsibilities: Deputy Food & Beverage Operations Manager, Senior Chef, Supervisors & Catering Assistants

Reports to: Head of Commercial

Principal purpose of role	<ol style="list-style-type: none"> 1. MANAGEMENT - Lead the Catering team to provide an effective, professional and co-ordinated service. 2. FINANCE – deliver pre-agreed budgets or report variances in a timely way. Closely control costs and continuously look at ways to sustainably grow profitability. 3. BUSINESS DEVELOPMENT - actively seek opportunities for Catering 4. CREATIVE PLANNING- lead with creative ideas to ensure that the all areas are compelling and current. Develop products for the outlets that inspire customers to buy. 5. STAFF - motivate Catering staff and create an efficient, flexible and happy working environment, fostering commitment, enthusiasm and confidence. 6. MARKETING– work closely with the PR & Marketing team to promote the Catering offer. 7. COMPLIANCE – work closely with the Health & Safety Manager to ensure that the Health, Safety and Hygiene standards are maintained. 8. STRATEGY – Support the Head of Commercial in developing wider strategy.
Area of responsibility/tasks	<p>Leadership of Catering team</p> <ul style="list-style-type: none"> • Through delegation and example, encourage teamwork and collaborative action while emphasising the importance of individual responsibility and accountability. • Ensure all staff are trained to an appropriate level for their work.

- Ensure all staff paperwork is completed in an accurate and timely way as per guidelines.
- Be accountable for their own and their staff's development through the appraisal process seeking out opportunities to learn new skills.
- Ensure all performance objectives are met.
- Communicate effectively and openly with the Senior Leadership and Catering teams and all other departments to ensure that information (including department performance updates) is disseminated, and feedback received.
- Work on building and maintaining excellent relationships with stakeholders.

Staff training & development

- Develop a customer-focused commitment amongst Catering staff with a drive to promote the department
- Identify and develop leaders for the future
- Work with the Deputy F&B Operations Manager, Senior Chef and Supervisors to oversee the training of Catering staff to enable them to meet high standards
- Ensure the bi-annual staff performance appraisals are used effectively to motivate and address issues where necessary
- Ensure that budgeted staff to sales ratio is not exceeded

Food and drink offer

- Define Catering propositions for each outlet based on distinctiveness, local suppliers, visitor expectations and feedback. Draw on external guidance as necessary.
- Review procurement periodically to ensure value for money while maintaining or improving quality
- Ensure product knowledge across the team enabling upselling where appropriate.
- Ensure all areas are presented in line with Catering propositions including clear menu choices and prices.
- Present and replenish all Catering to the highest standard.
- Maintain all service and seating areas to the highest standard.

Business Development

- Work with the senior team to actively develop new business opportunities that deliver profit and fit with the wider offer
- Galvanise the Catering teams to be sales orientated and target focused
- Seek external opportunities for benchmarking, collaboration and further learning
- Ensure that Catering is a coherent part of the wider offer

Creative

- Work with the Catering teams to ensure that the offers are interesting, current and delicious
- Develop a strategic buying plan which reflects the offer identity as well as being appealing to the visitor

Finance

- Work with the senior team to set challenging but achievable annual budgets in order to drive the business forward and ensure key staff are motivated by their targets.
- Strive for sustainability and efficiency.
- Deliver all income targets to budget.
- Deliver on budgeted targets for margins, staff costs and operational expenses
- Produce weekly sales, purchases and labour cost reports
- Fully utilise all available management information to analyse and improve the business
- Control wage costs in line with budget and sales performance.
- Review staff structure annually (numbers, contracts, patterns) in light of business activity.
- Work closely with the finance team in accurately recording catering sales and related data.
- Undertake analysis of Catering offer to ensure profitability.
- Manage regular stocktaking and keep wastage to an absolute minimum.
- Ensure stock holding across the businesses is as low as possible and that stock is carefully managed
- Benchmark the offer against similar attractions/venues to ensure value for money is offered at all times.
- Ensure that all financial procedures are executed according to company policy

General

- As part of the management team the F&B Operations Manager will be jointly responsible for the operational management of the entire site. The post holder is expected to support staff in all areas and when necessary, use their best judgement to assist and make urgent operational decisions across the site, whilst deferring those that can wait to the senior team or appropriate departmental manager.

Customer service

- Work closely with colleagues to ensure the continued positive connection with visitors
- Plan the development of the department to improve the quality of the visitor experience and engagement opportunities while maintaining high standards.

- Develop a culture of celebrating excellence in Food and Beverage within the Catering team to be shared with customers in a variety of ways.
- Proactively manage queues and customer comfort during busy periods
- Provide an exceptional service to all our external and internal customers.
- Be smart, polite and helpful at all times.
- Be aware of all the activities offered and be able to answer broader questions (or know who to ask).

Fire, Security, Health & Safety and Compliance

- Lead on food safety procedures for the department, taking a proactive approach to food hygiene through training, management and review.
- Ensure the safe use of machinery and equipment to minimise any risk of injury.
- Ensure the security of cash handling and other assets at all times.
- Be responsible for the compilation of risk assessments for the department and H&S compliance in connection with all Catering related activities and events. Keep records as required. Ensure all Risk Assessments are kept updated and relevant and ensure that they are understood by all staff.
- Ensure that staff observe all H&S Regulations in accordance with statutory obligations.
- Ensure that all staff understand and comply with current hygiene legislation
- Ensure the correct maintenance and repair of all equipment and that relevant staff are fully trained in how to use, care for and respect our equipment

Communication

- To maintain contact while on duty
- To cascade information to the team from management meetings
- Communicate in a timely and effective manner at all times using a broad range of media
- Work with the marketing team on PR and media opportunities and the creation of menus and associated printed collateral.

Vision and values

- Understand, demonstrate, reinforce and promote the behaviours that underpin the vision and values.
- Be aware of the role of you and your team in achieving the vision and values.

Other

- To always look for, develop and implement improvements
- Be an advocate for Wentworth Woodhouse Preservation Trust.

The F&B Operations Manager may be required to undertake other reasonable duties which are compatible with the overall scope of this appointment and, in addition, all employees are expected to work within the terms of their contract of employment and adhere to policies and the Values and Behaviours

Knowledge, Experience & General Attributes

- Sustained and successful career in Catering and Catering environments
- Excellent business, planning and organisational skills
- Experience of working to budgets and negotiating costs
- Track record of increasing sales and improving margins
- Strong IT, analytical and numerical skills with the ability to interpret statistics
- Ability to inspire and motivate staff
- Confident people skills
- Experience and understanding of brand management
- High visual standards, personal sense of style, creative flair
- Awareness of current market trends in Catering
- Experience in implementing food safety compliance
- Knowledge of and interest in art and culture
- Empathy with the customer profile