

June 2021

### **Food Service & Retail Supervisor – West Dean Stores**

Thank you for your interest in the Food Service & Retail Supervisor post. Please find attached the following information:

- Job description
- Person specification
- General Terms & Conditions of Employment

If you would like to apply for this position, please submit a detailed CV and covering letter by e-mail:

Email: [HRMailbox@westdean.ac.uk](mailto:HRMailbox@westdean.ac.uk)

**Closing Date: 11 July 2021**

We endeavour to respond to all applicants in a timely manner. If, however, you do not hear from us within two weeks of the closing date, please assume that your application has been unsuccessful on this occasion.

#### **Diversity & Inclusivity Statement:**

West Dean College of Arts & Conservation values the diversity of its staff and students. We aspire to be a fully inclusive and representative employer and do not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, faith or ethnicity, religion or belief, gender identity, or marriage and civil partnership. We strongly encourage applications from suitably qualified candidates from a wide range of backgrounds to apply and join our teams at West Dean College of Arts & Conservation.



## JOB DESCRIPTION

<b>JOB TITLE</b>	Food Service & Retail Supervisor
<b>BUSINESS AREA</b>	Estates
<b>LOCATION</b>	West Dean Stores
<b>RESPONSIBLE TO</b>	Food & Outlet Services Manager
<b>MAIN PURPOSE OF JOB</b>	To supervise all food service & retail and the general day-to-day running of West Dean Stores.

## KEY RESPONSIBILITIES

- 1 Supervise and review the service of food, beverages and retail.
- 2 Develop staff in all aspects of food, beverage and retail
- 3 Develop and maintain a high understanding of West Dean Stores and the local community.
- 4 Supervise and review the delivery of food and beverages throughout the day.
- 5 Ensure the stores itself is always well stocked and presented in a clean and approachable manner.
- 6 Ensure that all customers are satisfied with their visit, dealing with special requests, issues and complaints as they arise.
- 7 Adhere to departmental operational procedures for service at all times.
- 8 Actively promote and maintain a safe working environment.
- 9 Be customer-focused at all times and conduct all service in a friendly and professional manner.
- 10 Liaise with the chef on a daily basis in respect of menu, ordering and any maintenance issues.
- 11 Supervise food production on site and be available to cover when needed. Ensuring all food hygiene regulations are adhered too at all times.

- 12 Liaise with Housekeeping in regards to the cleaning of cloths & aprons.
- 13 Maintain an inventory of light equipment including all provisions and consumables.
- 14 Liaise with HR in the training of new staff as required.
- 15 Perform constant customer service training with the Food Service Team.

### **Operations**

- 1 Be fully conversant with the hospitality direction, strategy and benchmark plan.
- 2 Ensure opening & closing procedures are completed in a proper manner each day and the building is secure at the end of each day.
- 3 Ensure the efficient and smooth running of food service and retail.
- 4 Ensure all duties at West Dean Stores are being completed and be fully conversant with the Food & Outlet Services Manager at all times
- 5 Liaise with the Gardens restaurant/College kitchen regarding the need of cakes & pastries on a daily basis and organise the collection of.

### **Customer Relations**

- 1 Meet and greet customers in a polite and welcoming manner and be their main point of contact during their visit.
- 2 Build & maintain good customer relationships within the community, recognising customer needs and requests.
- 3 Respond promptly to customer feedback, looking for ways to build positively on criticism and seek opportunities to improve our service offering.
- 4 Ensure high levels of customer service are maintained at all times.
- 5 Ensure client confidentiality and only disseminate information on a need to know basis.

### **Communication**

- 1 Liaise with the Food & Outlet Services Manager to ensure all details and requirements within the stores and service are achieved to the correct standard.

### **Stock Control and Ordering**

- 1 Organise the timely ordering of stock and adhere to the correct buying procedures.
- 2 Ensure stock is rotated as and when it is delivered, and dates are checked periodically.
- 3 Perform monthly stock takes and inventory checks with the Head Chef.

### **Health & Safety**

- 1 Ensure compliance with all food hygiene regulations is adhered at all times throughout West Dean.
- 2 Ensure the appropriate cleaning procedures are carried out in the stores, kitchen, outbuildings and outside areas.
- 3 Report faulty equipment to the Food & Outlet Services Manager or Head Chef, or directly to the appropriate external engineer.

### **General**

1. Build and maintain excellent working relationships, both internally within West Dean, and with external partners, suppliers and members of the local community.
2. Undertake training as agreed to enhance and improve personal skills and knowledge.
3. Undertake any other duties as may be reasonably requested by the Food & Outlet Services Manager or Head Chef.

*This job description is subject to regular review in consultation with the post holder.*



**PERSON SPECIFICATION**

	<b>Essential</b>	<b>Desirable</b>
<b>Skills and Abilities</b>	<p>Demonstrable knowledge of all elements of an efficient food and beverage service.</p> <p>Good numeracy skills.</p> <p>Excellent organisational skills.</p> <p>Ability to work on own initiative and unsupervised.</p> <p>Ability to lead and work as part of a team.</p> <p>Ability to prioritise and work effectively under pressure.</p> <p>Exceptional customer service skills with the ability to anticipate and meet the requirements of all customers.</p> <p>Professional and approachable manner.</p> <p>Ability to reflect and critique on service, in order to provide continuous improvement opportunities.</p>	
<b>Experience and Knowledge</b>	<p>Relevant experience of Food and Beverage service</p> <p>Supervisory experience.</p>	<p>Experience of supervising a busy dining / restaurant facility.</p> <p>Experience of working within a retail environment.</p>



		<p>Experience of working within a bar / pub.</p> <p>Experience of hosting conferences and events or dining room service.</p> <p>Fine dining experience.</p>
<b>Qualifications</b>	<p>Food Safety Level 2</p> <p>Allergen Awareness</p>	<p>Hospitality &amp; Catering NVQ L2 / L3 qualification or equivalent.</p> <p>WSET qualification.</p> <p>First Aid Certificate</p>

## FOOD SERVICE & RETAIL SUPERVISOR

### GENERAL TERMS AND CONDITIONS OF EMPLOYMENT

Contract:	1 x Permanent Contract
Duties:	As attached job description
Salary:	£22,048 per annum
Hours:	40 hours per week, 4 days over 7 (including bank holidays and weekends)
Holidays:	264 hours holiday per year (1 October to 30 September) inclusive of Bank Holidays
Sickness:	2 weeks (8 days) in any consecutive twelve month period after six month's continuous service or other period, at West Dean's discretion
Benefits:	Contributory pension scheme, Employee Assistance Programme, free and discounted places on short courses at West Dean College, free parking