



WADDESDON

## Waddesdon Manor Job Description

**Job Title** Stables and Food To Go Assistant Supervisor

**Reporting To** Stables and Food To Go Supervisor

**Date:** May 2018

The Stables and Food To Go Assistant Supervisor is responsible for assisting in implementation of all aspects of food policy in the Stables Café, Takeaway Bar, Treaterie, Coffee Bar, Summer House and Seasonal Pop –Up concepts. The Stables and Food To Go Assistant Supervisor will report to the Stables and Food To Go Supervisor and will need to work closely with the Catering Operation Manager, Head of Hot Kitchens, Head of Pastry and Staff Manager to enable the Stables and Food To Go Catering to run smoothly.

The main objective of the Stables and Food To Go Assistant Supervisor is to assist in the running of the Stables Café, Takeaway Bar, Treaterie, Coffee Bar, Summer House and Seasonal Pop-Up concepts on a day to day basis and to ensure that they achieve excellence in everything. We want to ensure that all our customers are happy, that our staff are well trained, stimulated and feel involved, and that we contribute as much as possible to the financial well-being of Waddesdon.

The Stables and Food To Go Assistant Supervisor will be able to assess his/her success by a continuous addressing of customer response, by weekly meetings with the Stables and Food To Go Supervisor, Catering Operations Manager, Head of Hot Kitchens, Head of Pastry and Staff Manager which will allow for two-way discussions, by reference to the weekly report of revenue, and by a more formal six monthly meeting with Catering Operations Manager, Staff Manager and Stables and Food To Go Supervisor which will be part of the ongoing PDP.

The key areas of responsibility and duties are as follows:-

### Service

The most important responsibility of the Stables and Food To Go Assistant Supervisor is to assist in making all customers to the Stables and Food To Go Outlets feel welcome. The management of the door, of seating, of queues if they form, and of complaints should they arise, is a fundamental task. A smile, direct eye contact and a friendly demeanour are essential.

The Stables and Food To Go Assistant Supervisor needs to assist in ensuring that all his/her staff are equally welcoming and friendly. Every effort must be made to serve the customer's needs where at all possible.

Such service will be evident to all as the atmosphere in the Stables Café, Stables Takeaway, Treaterie and Food To Go Outlets will be lively and friendly, and customer comments will be good.

## Food Service

Assist the Stables and Food To Go Supervisor in working with the Head of Hot Kitchens, Head of Pastry and Catering Operations Manager, to ensure the serving of the food produced in the kitchens and Treaterie is consistent with the highest possible standard.

The role will also involve assisting in the checking that tables, chairs, utensils and loose tools to ensure that they are clean, and that food arrives promptly and with the necessary accoutrements, so that each order is delivered to a high standard.

A similar requirement is necessary for the Bar, Takeaway Bar, Food To Go Outlets and relevant production spaces and store rooms which are the responsibility of the Stables and Food To Go Assistant Supervisor.

Success in this area will be most evident from customer reactions.

## Staff

In conjunction with the Stables and Food To Go Supervisor, Staff Manager and Catering Operations Manager:

- In the absence of the Stables and Food to Go Supervisor the Stables and Food To Go Assistant Supervisor is to achieve optimum staffing levels in throughout the year and assist with the training of front of house staff in all skills necessary for the successful completion of their duties; both induction training and encouraging the continued occupational development of staff members.
- Assist in the motivation of the front of house staff to ensure an efficient and happy working environment, fostering individual commitment, enthusiasm and confidence.
- In the absence of the Stables and Food To Go Supervisor assist with the staff rotas produced by the Staff Manager to cover daily requirements as well as covering special events as appropriate. Ensure staffing levels are adhered to. The efficient and flexible response to changing staff levels needs, whether daily, weekly or seasonally.
- Assist the Stables and Food To Go supervisor in the close monitoring of staff checking in and out daily and the collation of hours to process on the hour's data base.
- Ensure honesty and integrity of all front of house staff, and the early reporting of any possible problems to the Stables and Food To Go Supervisor, Staff Manager and Catering Operations Manager.
- Assist with ensuring the highest standards of punctuality, appearance, service, behaviour and politeness.

Specific assessment of the success of managing this area of responsibility may be made from customer feedback, achieving staffing budgets and from our own internal staff assessments and responses. All staff assessment is a two-way process, and such a system will continue to be implemented.

## Finance

Working with the Stables and Food To Go Supervisor, Staff Manager and Catering Operations Manager:

- Assist in ensuring that every effort is made to achieve budgeted sales and operational expenses through efficiency savings, KPI indicators, procedure planning and specification sheets
- Assist in ensuring waste is kept to a minimum and production is produced in line with EPOS Information and Management KPI's such as requisition sheets and specification/recipe sheets.
- Assist in the compliance of financial procedures such as hours imputing, change requests and portion control.
- Assist in ensuring takings and the reconciliation of tills with daily takings.

Achievements in this area may be judged by financial reports, especially the monthly figures.

## Legal

Working with the Stables and Food To Go Supervisor:

- Assist with ensuring the display of all statutory notices.

Working with the Stables and Food To Go Supervisor:

- Assist in ensuring that all front of house staff follow Health & Safety and hygiene legislation to the letter.

## Equipment

Working with the Stables and Food To Go Supervisor:

- Assist with ensuring that all fixtures and fittings are respected and cared for by all staff. Notify the Stables and Food To Go Supervisor of all breakages and equipment failures.

## Supplies

Working with the Stables and Food To Go Supervisor and RWL Administrator:

- Assist with ensuring the safety of stocks and ordering stock where necessary.

The achievement of maximum profit, minimum redundant and lost stock will be the benchmark in this area.

## Events

Working with the Stables and Food To Go Supervisor:

- Assist in ensuring that all those events which are under the Stables and Food To Go Supervisor's responsibility are staffed, supplied and run efficiently, as per estimates, costings and schedules.

## Terms & Conditions

**Salary:** £15,759 per annum, plus a share of the discretionary service charge for evening events

**Holiday:** 25 days per annum, increasing to 28 days after three years, 29 days after five years and 31 days after ten years of service.

**Hours:** A minimum of 37½ hours per week, Wednesday to Sunday & Bank Holidays with some optional evening work available. No split shifts.

**Pension:** National Trust contributory pension scheme (matched up to 10%).  
Life Insurance Cover.

**Other:** National Trust Staff Card which entitles free entry for two people at all NT properties and a discount in their shops and restaurants.