

Job Description

Job Title: Hospitality Supervisor Five Arrows Hotel & Private Events	
Managed by: Assistant Operations Managers	
Department(s): Five Arrows & Private Events	Location: Waddesdon

Waddesdon is a Rothschild house and gardens set in the Buckinghamshire countryside just outside Aylesbury. It was created for Baron Ferdinand de Rothschild in the 1870s. Now owned by the National Trust, but managed by a family trust (the Rothschild Foundation), it remains the epitome of ‘Rothschild style’.

Visitors today can still see Ferdinand’s unrivalled collections of decorative arts and paintings, alongside contemporary art, and wander in the immaculate gardens. There is also a working aviary, wine cellars, shops, restaurants and a woodland playground.

Over 300 staff and more than 300 volunteers help mount special exhibitions, host educational visits, hold wine tastings, lead guided walks and talks, and run events throughout the year, including a magical Christmas season. Private events – parties, meetings and weddings – are held at the Dairy (a private building on the estate) and at the Five Arrows, a Grade II listed boutique 16 bedroom hotel near the gates of the Manor.

The Five Arrows’ name is derived from the Rothschild family emblem of a shield surmounted by five arrows, pointing upward and tied with a ribbon. Built in 1887 as part of Waddesdon Estate by Baron Ferdinand de Rothschild it was originally used to accommodate the architects, craftsmen and artisans working on the Manor itself. It was designed by architect/builder, James Taylor, who lived locally in Bierton; in his own “authentic” English style of half timbering, elaborate Elizabethan chimney stacks, and wrought ironwork. Architecturally it is one of the most striking buildings in the village.

The Hotel and Private Events business, with 38 permanent members of staff, are managed by the trading company Rothschild Waddesdon Ltd, and all profits are returned to the Rothschild Foundation, a UK registered charity, for the upkeep of Waddesdon. The charity supports arts and heritage, the environment, education and social welfare by awarding grants, fostering dialogue and debate, and through the support of Waddesdon Manor.

The main objective of the Hospitality Supervisor is to assist in the running of the Five Arrows Hotel & Private Events on a day to day basis and to ensure that the business achieves excellence in everything. We want to ensure that all our customers are happy, that our staff are well trained,

engaged, stimulated and feel involved, and that we contribute as much as possible to the financial well-being of Waddesdon.

The Hospitality Supervisor will be able to assess his/her success by a continuous addressing of customer response of service, by weekly meetings with the Private Events team and Operation Managers which will allow for two-way discussions, by reference to the weekly report of revenue, and by a more formal six monthly meeting with Ops Manager which will be part of the ongoing Personal Development Plan (PDR).

The Hospitality Supervisor is responsible for implementing all aspects of food policy in the Five Arrows Hotel & Dairy as advised by the Operations Manager and Assistant Operation Managers. The Hospitality Supervisor will report directly to the Assistant Operation Managers and will need to work closely with the Head Chef, to enable the Hotel and Dairy to run smoothly.

Terms & Conditions:

Contract Type:	Permanent full time with the Rothschild Foundation
Salary:	£18,000 plus a share of the discretionary service charge
Hours:	A minimum of 40 hours per week, on a seven day rota to include weekends, evenings and split shifts. Hours of work to suit the needs of the business (exclusive of breaks). Overtime will be paid for additional hours worked.
Annual Leave:	<ul style="list-style-type: none"> • From start date 33 days including public holidays • After three full years of service 35 days including public holidays • After five full years 37 including public holidays • After ten full years 38 days including public holidays
Benefits:	20 % staff discounts in our on-site Restaurant and Shops Matched company pension scheme up to 10% of salary Beautiful location working within the charity and heritage sector Free parking

Key responsibilities:-

1. Service

- The most important responsibility of the Hospitality Supervisor is to make all customers to the Five Arrows Hotel & Dairy 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 Hospitality Supervisor needs to ensure 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.

2. Food Service

- Ensure the serving of the food produced in the kitchens is consistent with the highest possible standard. This will need close liaison with the Head Chef and agreement as to how he wishes each dish to be served.
- It will involve checking that tables, chairs, utensils, etc, are clean, that food arrives promptly and with the necessary accoutrements, and that each table is happy with their food.
- A similar requirement is necessary for the bar area, where the Bar Person is the direct responsibility of the Supervisor.

3. Staff

- Work closely with the Assistant Operations Managers, and the Operations Manager to achieve optimum staffing levels throughout the year.
- Lead the training of front of house staff in all skills necessary for the successful completion of their duties; providing both induction training and encouraging the continued occupational development of staff members.
- Support with the motivation and line management of front of house staff to ensure an efficient and happy working environment, fostering individual commitment, enthusiasm and confidence.
- Follow the staff rotas produced by the Assistant Operations Managers to cover daily requirements as well as covering special events as appropriate. In the absence of the Assistant Operations Manager(s) work with the Operation Manager and the RWL Staffing Manager
- The close monitoring of staff checking in and out daily and the collation of hours for the Assistant Operations Managers to process.
- Ensure that all staff under your control read and understand the Waddesdon's statement of policy for Health & Safety at Work and that they observe all Health & Safety at Work Regulations in accordance with its statutory obligations.
- Ensure the honesty and integrity of all front of house staff, and the early reporting of any possible problems to the Operations Manager or Assistant Operations Managers.
- Ensure the highest standards of punctuality, appearance, service, behaviour and politeness.

4. Finance

- Ensure that every effort is made to achieve budgeted sales and operational expenses.
- Complying with financial procedures and the completion of returns as requested from time to time by the Operation Manager and the Accounts Department.
- Supervision of takings and the reconciliation of tills with daily takings. Discrepancies are the responsibility of the Hospitality Supervisor and must be reported to the Operations Manager or Assistant Operations Manager within twenty-four hours.
- Checking and balancing of staff and petty cash floats and the ordering of extra floats when needed from the Accounts Department.

5. Legal

- Ensure that all front of house staff follow health & safety and hygiene legislation and the Five Arrows Hotel & Dairy Standards of Procedures.

6. Equipment

- Ensure that all restaurant and bar fixtures and fittings are respected and cared for by all staff. Notify the Operations Manager or Assistant Operations Managers of all breakages and equipment failures.

7. Supplies

- Ensuring the safety of Restaurant stocks and ordering stock where necessary.

8. Events

- Liaising with the Operations Manager or Assistant Operations Manager to ensure that all those events which are under the Events Manager's responsibility are staffed, supplied and run efficiently, as per estimates, costings and schedules.

9. Personal

- You are expected to be punctual, dressed appropriately and adhere to the standards of appearance.
- You are also expected to attend all training sessions and have read all necessary policy documents, viz Health & Safety, Fire, Hygiene, etc. A knowledge of the Five Arrows Hotel, Private Events and Waddesdon Manor and Grounds is expected, and all company policy as laid out in the Manual, viz Service Standards, Equipment Knowledge, Cleanliness of the Restaurant, Bar and Wash-Up, Disciplinary Procedures, etc.

This list is not exhaustive and additional duties may be required by the management team.

Skills and Experience

Essential

- A proven track record of delivering high standards of service and presentation
- Hands on bar and waiting experience in a busy hospitality environment with a minimum of one years' experience
- Excellent interpersonal skills
- Highly presentable with a proactive approach to maintaining excellent customer service
- Previous experience of managing and training staff in a team leader or supervisor capacity
- Previous cash handling and cash reconciliation experience
- Ability to work flexible hours as required
- Able to follow and influence others to meet guidelines and present food to specified standards

Desirable

- Ideally with a minimum of two years' experience in a similar role; preferably in a hotel or banqueting environment.
- Intermediate Food Hygiene qualification

Application Process

- Closing date for applications is 11 pm on Wednesday 26 June 2019

- Please submit your CV and covering letter to application@waddesdon.org.uk
- Interviews to be held week commencing 1 July 2019