



JOB DESCRIPTION

Job Title: F&B Duty Manager
Responsible To: Head of Operations
Responsible For: Food & Beverage Team Leaders/front line F&B staff

JOB SCOPE

To ensure the F&B operation is delivered to the highest possible standard throughout all outlets. As F&B Duty Manager you will be responsible for leading a team to ensure that Health & Safety, Food Safety, operational excellence and customer service standards are operationally consistently delivered and maintained.

KEY RESPONSIBILITIES

Health and Safety and Food Safety

- Responsible for the training of and adherence to by staff of all Health and Safety standards and EHO legislation within the Food & Beverage function
- Responsible for ensuring that all food handlers have the necessary Food Handling qualifications and evidence is kept on file.
- Responsible for the training of and adherence to by staff on fire, emergency and first aid procedures
- To work collaboratively with the F&B Operations Manager in the upkeep of all HACCP files in accordance with EHO standards to ensure that we maintain a high star rating for each outlet.
- Responsible for ensuring records of Health and Safety and Food Safety training are kept up to date

- To lead by example in ensuring all due diligence paperwork is collected daily and filed for inspection
- Responsible for ensuring all cleaning procedures are monitored to always meet the required legislative Health and Safety and Food Safety standards
- To work collaboratively with the F&B Operations Manager in carrying out Food Safety audits across the F&B Operation

Customer Service

- To lead by example and ensure the delivery of agreed customer service standards
- Responsible for the development and implementation of new initiatives for an improved customer experience
- Responsible for customer service staff training to ensure the delivery of our customer service standards
- Responsible for staff feedback where standards are not met in a process of continual improvement of the customer experience

Staffing:

- To support in the recruitment, induction, training and development of F&B staff.
- Responsible for identifying training needs and the efficient recording of all staff training/ re-training.
- Responsible for the delivery of the F&B labour budget through efficient management of staff
- To supervise Team Leaders and front-line F&B staff
- Responsible for ensuring all F&B staff time sheets are accurate and provided on time to meet payroll cut off dates.
- To lead by example, ensuring all staff are always dressed for service, are motivated and engage with customers at every opportunity.
- To work collaboratively with the F&B Operations Manager in managing staff holiday to ensure the Food & Beverage operation are fully staffed at peak weekends and holiday times.

Financial Control

- Responsible for managing stock levels and wastage to the agreed set targets.
- To attend stock takes and collate data for month end closure
- Responsible for ensuring the accuracy of deliveries and the coding and authorization of all stock purchases/consumables invoices relating to the F&B operation
- Responsible for the undertaking of regular stock counts, providing and completing valuations and audits as required
- Responsible for the accuracy of all tills and reporting of daily takings
- Responsible for the completion of weekly administration tasks including invoices and ordering procedures, petty cash, timesheets, sales tracker and labour tracker.

Site Management

- To ensure that all F&B checklists are kept up to date and completed correctly
- To ensure professional and pro-active communication with internal colleagues and external suppliers
- Responsible to ensure the rotation, layout and presentation of stock to the required standards
- Responsible to immediately report any maintenance defects and work with the General Manager on ensuring its repair/replacement.
- To work and support Duty Management colleagues on the farm side of the business in supporting the wider operation of the farm park

Hours of Work

Those necessary for the performance of your duties. This role demands a flexible approach to working hours to reflect the needs of the business at weekends, Bank Holidays and school holidays. The average working week will be 5 days in 7, which will include at least one weekend day each week. Current opening hours of the business are 10am to 5.30pm, with a 9am start time.

However, start and finish times will need to reflect the needs of the business and your role as a manager within it.

Holidays

The annual company holiday entitlement is a maximum of 28 days inclusive of any Public and Bank Holidays taken. Your personal annual entitlement for any year may be lower depending on your employment commencement date, employment end date and actual number of days worked, in which case entitlement will be calculate don a pro rate basis.

The holiday year runs from the first day of the payroll year to the last day of the payroll year which runs from 1st April to 31st March.

Probationary Period

The first three months of the appointment will be counted as a probationary period with a review at one month, three months and six months

Notice

One week during the probationary period. After the probationary period by negotiation but at least one month.

Signed:_____ (Job Holder)

Signed:_____ (Line Manager)

Date:_____