

WE ARE HIRING



FOOD & BEVERAGE DUTY MANAGER

We have a fantastic opportunity for an experienced Manager working as part of a food and beverage team to ensure we deliver a customer experience that is a 'wonderful exception to the everyday'.

Working closely with the Head of F&B and team of Duty Managers, you'll be responsible for the daily running of the Food & Beverage department. You'll manage both staff and customer operations, to deliver an excellent day out for our customers and happy working environment for our staff. You'll work on a rota basis (5 days in 7 with one weekend day).

If you can demonstrate the relevant skills and experience from a hospitality or event management role you could be the one we're looking for!

If you're interested in the challenge of working in a fast paced environment requiring initiative, flexibility and teamwork we'd love to hear from you.

A TYPICAL DAY

- **To supervise team leaders and front-line F&B staff.**
- **To lead by example and ensure the delivery of agreed customer service standards.**
- **Responsible for the training and adherence of all Health and Safety standards and EHO legislation within the Food & Beverage function.**
- **Responsible for the delivery of the F&B labour budget through efficient management of staff.**
- **Responsible for managing stock levels and wastage to the agreed set targets.**
- **Responsible for the accuracy of all tills and reporting of daily takings.**
- **To work and support the wider Duty Management team on the farm side of the business in supporting the operation of the farm park.**

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ABOUT YOU

- **Proven experience of working in a busy food and beverage environment.**
- **A 'hands on' people manager who is able to lead by example and motivate a team.**
- **Ability to handle difficult situations with tact and diplomacy.**
- **Organised and always striving for continuous improvement.**
- **Have a flexible approach and the ability to perform and flourish in a pressurised environment.**
- **Ability to communicate effectively and professionally with senior management, other staff, clients and members of the public**
- **Passionate about delivering the best customer experience possible.**

WHY US?

With over 300 farm animals and over 40 activities, shows and attractions Willows Activity Farm is a great day out for young families based in London Colney, St Albans. We're a strong team of people who share the same vision; to provide our customers with the best visitor experience. We encourage a positive work/ life balance and are proud to offer*:

BENEFITS

- **Generous holiday entitlement which increases after 5 years full service**
- **Pension contribution**
- **Discounted nursery places at Willows Farm Day Nursery and Activity Day Camp**
- **Emergency Employee Loan Scheme**
- **Training and development**

PERKS

- **Free Willows Activity Farm membership for up to 5 family or friends**
- **Corporate gym membership**
- **Free staff lunch**
- **Free onsite parking**
- **Long Service Awards and extra birthday day holiday**
- **Staff Award schemes – including Star of the Month and WOW awards**
- **Access 24/7 to our Employee Assistance Programme**
- **Team events and socials**

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WHAT NEXT?

If you feel you are the right person for the role and would like to be part of our amazing team, we would love to hear from you. You'll need to complete the application form [here](#), attaching your CV and covering letter. Salary information for the role is available on request.

Completed application forms need to be submitted no later than 5pm on Friday 31st May 2024. We will contact successful candidates for interviews no later than close of play on Wednesday 5th June 2024 and will be interviewing week commencing Monday 10th June.

We're looking for the successful candidate to join us as soon as possible after that!

**Apply by
31st May**



**Interviews
10th June**



**References
23rd June**



**Job Start
ASAP**



***Ts and Cs apply**

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