



<b>Job Title:</b>	F&B Operations Manager
<b>Company:</b>	Cairngorm Mountain (Scotland) Limited
<b>Reports to:</b>	Chief Executive Officer
<b>Salary:</b>	£45,000 per annum
<b>Contract:</b>	Full-time, permanent

### **Purpose of the Job**

The F&B Operations Manager is accountable to the Chief Executive for providing competent standards-driven leadership support, management of expenditure and Governance, and recommendations to maximise revenue and improve services within the F&B department. This includes accountability for ensuring the F&B team is adequately resourced, operated and managed in an efficient and effective manner.

### **Role Overview**

The post holder will manage the Catering cost centre and lead on the overall F&B offering in both function and form, to include a continuous improvement of customer service standards.

The Food & Beverage Ops Manager will oversee the effective running, daily operations and overall management of all three outlets (Cas Bar, The Café and the Ptarmigan Restaurant) and leading commercial activities within the F&B department at Cairngorm Mountain.

The F&B Ops Manager will support the Chief Executive in the general management and leadership of the food and beverage service provision, including identifying opportunities for development, introducing new products and process improvements, and achieving cost efficiencies, as appropriate and by agreement.

With direct line management responsibility for Front of House (F&B) Team Leaders and Kitchen oversight of the overall F&B staffing, which will include the need for additional seasonal workers to help cover peak periods (in the ski season and school holidays). This business is a 7-days per week operation, so weekend working will be required.

The F&B Ops Manager will demonstrate excellent leadership, communication, and organisational skills along with high customer service standards. Accountable for working to ensure the F&B provision at CMSL is a successful part of the product mix offering within the business, contributing to profits year-round and achieving against key targets set by the CEO.

### **The F&B Operations Manager is responsible for the following areas of activity:**

- Day Lodge café and Cas Bar
- Ptarmigan restaurant & Gin bar
- Staffing and people management for the F&B department
- Hosting corporate events and group bookings
- Stock management and control
- Budgeting and merchandising of F&B products



## **KEY DUTIES**

### **F&B Operations**

- Ensuring high levels of customer service standards are delivered across the F&B function
- Liaising effectively with the kitchen and service staff on day-to-day F&B operations, to provide and capture information, for cascading or escalating, as required.
- Liaising with the wider managerial team on the catering and staffing of the F&B team when hosting events, groups and special guests onsite (e.g. coach parties, weddings, etc).
- Financial management of the department budget and monitoring of business performance
- Responsible for stock control and budget, and overall presentation of the F&B outlets
- Identifying opportunities for cost reduction, increasing sales and implementing new ideas
- Working with the Chief Executive to maximise opportunities for business and revenue growth across the F&B department, and accountable for delivering results on objectives

### **People Management**

- Responsible for the leadership and management of departmental staff, structure and strategy within the department, in liaison with the CEO and HR Manager as appropriate.
- Managing motivation and morale for all F&B staff (kitchen team and front of house team) and dealing with people issues (e.g. rota / attendance, presentation, and retention).
- Leading, engaging, training, coaching and supporting all direct reports to deliver against key performance targets as appropriate
- Identifying potential skills gaps and training needs within the team
- Working with the HR Manager to attend to resourcing and recruitment needs (workforce planning, interviewing, inductions, uniforms) and addressing performance issues (sickness/attendance management, training and development) in an appropriate manner.

### **Other**

- The post holder will support the Chief Executive in looking at future F&B service models, options appraisal, business case papers and delivery routes
- Ensuring compliance with Health and Safety procedures, risk assessments and policies
- Holding Duty Manager responsibility for the site at least one day per week, on a rota basis.

### **Location Overview**

Cairngorm Mountain is a popular snowsports destination in Scotland, located within the Cairngorms National Park. In winter, the resort, managed by Cairngorm Mountain (Scotland) Ltd, is a commercial ski operation attracting over 120,000 skiing and snowboarding visitors in the busy winter period. In summer, the mountain resort serves as a summer tourist destination attracting circa 200,000 annual visitors.

The Cairngorm Mountain (Scotland) Ltd estate covers 1,418 hectares and is an internationally renowned area of scientific interest, with the area containing unique natural habitats and wildlife protected by EU legislation requiring conservation and careful land management.

After significant investment from the Scottish Government, Scotland's only funicular railway has now been reinstated, providing easy access to the top of the mountain and the Ptarmigan building. Sitting within the UK's highest mountain range, visitors can enjoy spectacular views across the National Park, whilst enjoying a walk, eating lunch, having a coffee and cake, visiting our exhibition space, or watching the kids engage in our adventure sports activities.



## **PERSON SPECIFICATION**

The role would suit someone who has demonstrable significant experience of running a successful F&B function within a tourism-based business and a proven track record of effectively managing a diverse team, delivering results on high-quality customer service standards and developing a departmental function in a growing business environment.

To be successful in this role, you must be able to role-model excellent leadership, communication and problem-solving skills, along with a positive yet professional attitude towards all stakeholders; customers, suppliers, colleagues, managers and staff in general.

### **Experience/Qualifications**

- Significant prior experience leading F&B operations in a leisure and tourism setting
- Prior experience acting as Premises Manager and a certified Personal License Holder
- Demonstrable know-how to successfully commercialise an F&B department / function
- Solid business acumen and understanding of financial management
- A hospitality or business management qualification, or equivalent level experience
- Ability to operate within budgetary guidelines and make sound commercial judgements

### **Knowledge & Skills**

- Excellent communication skills, both written and verbal (including report writing)
- Excellent financial numeracy (cost of sales, budgeting, stock control, reconciliation)
- Good IT skills (stock control system, ICR, Microsoft office, rota and attendance system)
- Organisational skill - able to collaborate and work effectively within managerial team
- Proactive problem-solving skills, decisive yet adaptable to changing operational needs
- Personable yet authoritative leadership skills with the ability to give clear direction
- Able to motivate, influence and engage others, whilst remaining calm under pressure
- Knowledge of running events, dealing with group bookings and/or corporate hospitality

### **Personal Attributes/Behaviours**

- A positive and personable manager who leads by example and harnesses respect
- A motivated and adaptable individual, not fazed by a variable/seasonal environment
- Effective problem-solver with a forward-thinking, solutions-orientated approach
- Proactive professional and driven to improve the F&B offering and service standards
- Driver with access to own car, for commuting due to location (free onsite parking)

Given the nature of the leisure and tourism industry in which we operate, the role will require a degree of flexible-working including regular weekend work and cover during school-holidays as a requirement. Attendance at occasional networking events to represent the company, with overnight stays away from the place of work, may be required on an 'as needed' basis only.

Given our site location, having access to your own transport would be advantageous.