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| Description: Description: cid:_com_android_email_attachmentprovider_1_4837_RAW@sec.galaxytab | Job Description | 2024 |

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| **Role:**  Visitor Services Supervisor – Food and Beverage | **Region / Department:**  North East |
| **Reports to:**  Visitor Services Supervisor – Operations – Leith Hall | Pay Band:  Grade 3 Lower £25,603 - £27,318 PRO-RAta, per annum |
| **Location:**  Leith Hall, Garden & Estate | **Type of Contract:**  variable, including regular weekend work, fixed term until October 2024 |
| **Terms and conditions:**  The post is subject to the standard terms and conditions and includes duties during weekends and occasional evenings when required. | |

Are you enthusiastic about food & ‘Taste our Best’ - representing Scotland’s leading food & beverage businesses?

Do you have creative flair, not only in the kitchen, but in developing the Leith Hall tearoom into a stand alone visitor attraction to complement our core visitor experience?

Have you an eye for detail and a passion for providing excellent customer service?

Leith Hall welcomes over 8,000 visitors each year and a visit to Henrietta’s Tearoom is popular with locals and tourists alike.

We focus on providing a classic tearoom experience, with guests relaxing in either our cosy tea room or on our outdoor seating area with the hall as a scenic backdrop. Our menu includes favorites such as seasonal soups and specialty scones.

# JOB PURPOSE

You will be responsible for the operational delivery of the visitor experience in the food & beverage department at Leith Hall.

Delivering performance standards and targets to ensure enjoyment of the property by visitors and members is maximised and key commercial, financial and development objectives are achieved to make the property fully sustainable.

You will be part of a broader management team at Leith Hall responsible for delivering an overall visitor service strategy, promoting good communication across the site and a joined-up service provision. You will work with the food and beverage visitor services manager for Aberdeenshire South to create a cohesive standard across the region.

# KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Visitor experience

* Offer excellent customer service and ensure all members of the hospitality team do the same.
* Delivering high standards and a consistently warm welcome within the hospitality department
* Act as one of our duty manager team, responsible for ensuring a safe and smooth visitor operation, opening/closing and security of buildings, addressing issues and emergency procedure and providing relief cover, as required.

Food & Beverage operation

* Lead with menu development ensuring presentation of a high-quality food and drink offer.
* Ensure compliance with health and safety, food hygiene, food allergens, licensing, and environmental health standards, completing all related record-keeping.
* Accountable for cost-effective stock management, ordering, storage and wastage control.
* Assist with functions and events, from inventive add-ons to property wide events to catering functions.

People management

* Supervise the activities of a team of Visitor Service Assistants (VSAs), achieving excellent staff performance and motivation through effective induction, training, task-setting and coaching on front and back-of-house routines.
* Work closely with specialist advisory colleagues, i.e. Our Trust-wide Food & Beverage Development team
* Instill a Health & safety and Environmental health culture throughout the hospitality operation.

Finance Management

* Share responsibility for achieving the Food & Beverage budget together with the F & B Manager
* Share responsibility for achieving the overall commercial budget with the site Visitor Services Supervisor - Operations
* Monitor commercial performance and adjust activities to capitalize on sales opportunities and run a cost-effective Food & Beverage operation.
* Supervise daily till operations and perform end-of-day income reconciliation.
* Assist the F&B Manager with menu costing and stock-taking.
* You may have delegated tasks within other departments and you will understand and help deliver the overall property business plan.

Performance indicators and targets

* Weekly, monthly, and annual sales and cost of sales targets
* Food compliance standards and record-keeping
* Visitor enjoyment reviews and ratings from visitor surveys and visitor feedback

Tools / equipment / systems

* Access to laptop and relevant online people management, training, financial monitoring and stock ordering systems, including NTS intranet and Microsoft 365.
* EPOS tills and chip and pin machines.
* Fully equipped commercial Food & Beverage kitchens.

# REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

**Qualifications**

Essential

* Level 2 Intermediate Food Hygiene Certificate or above.
* A full, clean driving license for driving in the UK.

Desirable

* A formal qualification in Food & Beverage, Hospitality, Tourism or Event Management.
* A recognised SQA Licensing Qualification e.g. Scottish Personal License Holder's Certificate and Personal License.
* Recognised First Aid Qualification (or willingness to train and use this, if not already held).

**Experience & Skills**

* Successful background in supervising and managing a busy Food & Beverage environment.
* Ability to display a real passion for food and customer service.
* Ability to be proactive and to take initiative.
* Event based Food & Beverage experience on a small to medium scale.
* Computer literacy with excellent ability on MS software.
* Excellent leadership and influencing skills, supervising and supporting staff on a daily basis.
* Experience of cash handling, monitoring and interpreting financial data
* Well-developed time management and organisation skills.
* Understanding of and belief in the work of the National Trust for Scotland

**DIMENSIONS AND SCOPE OF JOB**

Scale.

* Leith Hall currently generates approximately £25k income per annum, though the aim is to grow this over the coming years, including increasing the amount of in-house Food & Beverage. Alongside growing the business there is a plan to trade all year round should the business be there to support it.

# The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

**Applications**

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk, by Sunday 11th February 2024

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Gardener - Culzean"