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

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| **Role:** Visitor Services Supervisor – Food and Beverage | **Region / Department:** North East – Built Heritage |
| **Reports to:** Visitor Services Manager – Food & Beverage Aberdeenshire North | Pay Band: Grade 3 Lower £25,603 - £27,318 Pro Rata, per annum |
| **Location:** Pitmedden Garden | **Type of Contract:** Two roles available Part time, Permanent  20hrs per week working a variable shift pattern with a minimum of two weekends March to Sept  10hrs per week working variable shift pattern Oct – Feb |
| **Terms and conditions:**  The post is subject to the standard terms and conditions and includes duties during weekends and occasional evenings when required. | |

We are looking for a self-motivated and organised individual, to manage and develop Pitmedden Garden’s Tearoom and events program. This role will ensure income opportunities are maximized, while ensuring consistently high standards of customer care and presentation are maintained.

Our Tearoom is focused on providing a modern take on a traditional tearoom, with guests relaxing in the sumptuous surroundings of Pitmedden House, overlooking the historic gardens, with outdoor seating also available during the warmer months.

We are enthusiastic about food and ‘Taste our Best’ and are looking for a Tearoom Supervisor to join our team and help put our afternoon teas on the map.

While our events program currently includes fun for the family over the summer holidays, informative gardening workshops and sumptuous afternoon teas.

# JOB PURPOSE

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 responsible for delivering an overall visitor service strategy, promoting excellent communication across the site and a joined-up service provision. You will report to the Food and Beverage Visitor Services Manager for Aberdeenshire North

# KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Visitor experience

* Offer excellent customer service and ensure all members of the Food & Beverages team do the same.
* Delivering high standards and a consistently warm welcome within the Food & Beverages 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 & Beverages Operation

* Lead with menu development ensuring presentation of a high-quality food and drink offer.
* Ensure compliance with health and safety, food hygiene, food allergen, licensing, and environmental health standards, completing all related record-keeping.
* Accountable for cost-effective stock management, ordering, storage, and wastage control.

Hospitality Operation

Lead with the development of an events program

People management

* Supervise the activities of a team of permanent and seasonal 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.
* Prepare Food & Beverages rotas and holiday allocation to meet business needs.
* Work closely with specialist advisory colleagues, i.e. Our Trust-wide Food & Beverages & Hospitality Development team
* Instill a Health & safety and Environmental health culture throughout the Food & Beverages operation.

Finance Management

* Share responsibility for achieving the Pitmedden over all budgets.
* Monitor commercial performance and adjust activities to capitalize on sales opportunities and run a cost-effective Food & Beverages operation.
* Supervise daily café 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.
* This role is one for which the duties, responsibilities or accountabilities of the role require you to undertake a criminal records check, specifically a Standard Disclosure.

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 catering 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 Catering, 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 & Beverages or Hospitality environment.
* Ability to display a real passion for food and customer service.
* Ability to be proactive and to take initiative.
* Event based catering 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.

* Pitmedden Garden currently generates approximately £80k income per annum, though the aim is to grow this over the coming years, including increasing the amount of in-house catering. 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**

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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 25th 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"