

Job Description

Role: Visitor Services Supervisor – Food and Beverage (Tearoom Supervisor)	Region / Department: North East
Reports to: Food & Beverage Visitor Services Manager	Pay Band: Grade 3 Lower, £26,884 – £28,684 pro-rata, per annum
Location: Fyvie Castle	Type of Contract: Permanent 40 hrs week – 5 days a week, including regular weekends
Terms and conditions: The post is subject to the standard terms and conditions and includes duties during weekends and occasional evenings when required.	

Do you have a passion for food and providing excellent customer service?

A visit to The Kitchen Tea room is an important part of a trip to Fyvie Castle, Garden & Estate, for tourists and locals alike.

The tearoom, located with the old castle kitchen oozes period charm and character and is a perfect location for our visitors from across the world to sample Scottish hospitality at its best.

With a mixture of indoor and outdoor seating we aim to cater for everyone, from the grab and go dog walker to those enjoying a leisurely lunch.

We pride ourselves on a warm welcome and a homely menu, serving up soups, as well as hearty meals such as macaroni cheese and deliciously tasty sandwiches. We also have a variety of treats for the sweet-toothed visitors, not forgetting our fabulous scones, seasonal milkshakes, and specialty coffees.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Visitor experience

- Offer excellent customer service and ensure all members of the catering team do the same.
- Delivering high standards and a consistently warm welcome within the catering 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.

Catering operation

- Plan, prepare, cook, and present food of the highest quality and standard.
- Ensure that food is prepared and served in a timely manner.
- 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.

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 catering rotas and holiday allocation to meet business needs.
- Work closely with specialist advisory colleagues, i.e. our Trust-wide Catering Development team
- Instill a Health & safety and Environmental health culture throughout the catering operation

Finance Management

- Share responsibility for achieving the catering budget together with the F& B Manager
- Monitor commercial performance and adjust activities to capitalize on sales opportunities and run a cost-effective catering 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.
- Barista experience
- 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 catering environment.
- Ability to display a real passion for food and customer service.
- Ability to be proactive and to take initiative
- 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

- ♦ Fyvie Castle currently generates approximately £95k 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

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 August 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"