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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 £26,884 - £28,684 pro-rata, per annum |
| Location: Castle Fraser | Type of Contract: 40hrs per week working a 5 out of 7 rota, including some weekend work. Full Time, Permanent |
| Terms and conditions: The post is subject to the standard terms and conditions and includes duties some weekends and occasional evenings when required. | |

Are you enthusiastic about food & 'Taste our Best' representing Scotlands leading food & beverage businesses?

Do you have creative flair, not only in the kitchen, but in developing a program of events in our tearoom that compliment our core visitor experience?

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

Castle Fraser welcomes over 45,000 visitors each year and a visit to the Castle Tearoom is popular with locals and tourists alike.

We focus on providing a welcoming tearoom experience, with guests relaxing in the vaulted room, soaked in history and formed part of the kitchen of the Castle.

Our guests can enjoy our menu includes favorites such as seasonal soups, specialty drinks and home baking.

Castle Fraser is home to a variety of large-scale family focused events, including Halloween trails, Archeology weekends and the food & beverage department are key to supporting these and maximising income opportunities and customer experience.

JOB PURPOSE

You will be responsible for the operational delivery of the visitor experience in the Food & Beverage department at Castle Fraser.

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 good 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 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 allergen, licensing, and environmental health standards, completing all related record-keeping.
- Accountable for cost-effective stock management, ordering, storage and wastage control.
- Create & run events in the tearoom throughout the year to support the overall business goals.

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 rotas and holiday allocation to meet business needs.
- 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 Manager
- 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
- 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 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.

- Castle Fraser currently generates approximately £100k income per annum, though the aim is to grow this over the coming years, including increasing the amount of in-house Food & Beverage.
- There is a team of between 3 – 5 assistants - permanent and seasonal.

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 27th October 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"