

NANCARROW FARM

Job Specification

Job role:	Floor Manager
Location:	Nancarrow Farm – Zelah
Starting wage:	£24,000-£26,000 per annum (depending on experience)
Bonus	10% KPI annual bonus
Working hours:	Full time (48 hours per week - evening and weekend working essential)
Line Manager:	Event Managers
Key relationships:	Directors, Events Managers, Head chef, Sous Chef

Background:

Nancarrow is a working Organic Farm and 'Farm-to-Table' events venue in Cornwall. Our vision is to create a totally unique place to feast - a memorable, collaborative eating experience with the farm's produce at the heart.

It is an exciting time to join our small team as we launch our new 'Barn Kitchen' that will transform our food and drink service. We are looking for an exceptional person with plenty of hospitality experience, passion, and energy to manage the restaurant floor and bar.

Purpose:

Working closely with the Events Managers and Head Chef, the Floor Manager will play a pivotal role in delivering an outstanding customer experience at our unique portfolio of events. Acting as a key contact for our guests, the kitchen team and management of the Front of House team to ensure high quality, friendly and organised service.

This is a varied customer facing role which involves plenty of working outdoors year-round and a hands-on approach to events, whilst also providing a valued contribution to the overall running of the venue.

Responsibilities:

FOH team Management

- To have a good understanding of the 'Nancarrow' standard of service and to implement and influence best practice procedures with regards to food and drink service.
- Provide leadership and supervision to the Front of House team. Ensuring training is given to ensure service is carried out to a high standard and excellent customer service is given at all times.

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- Lead by example to ensure the Front of House team are consistently operating in a friendly and professional manner, set the standard with regards to punctuality and presentation.
- Managing the FOH rota and performance reviews.
- Be confident in dealing with customers, being proactive, acting quickly and effectively when responding to situations during service.
- Work within the management team to proactively develop and maintain a customer centred culture.

Event delivery:

- Responsible for FOH set up and set down as per event brief.
- Act as key point of contact for clients in support of Event Manager.
- Assist Event Manager with event related duties, deputising when Event Manager is not present.
- To proactively feedback to the Event Manager and Head Chef on ways event delivery could be improved to maximise customer satisfaction and operational effectiveness.
- To have a good understanding of the products and services available at Nancarrow and to be able to explain them to guests confidently.
- Show an acute attention to detail when setting up for, and delivering an event.
- Conduct pre-service briefings in collaboration with the Head Chef and Event Manager and ensure effective communication with the kitchen team during service.
- Carry out post service reviews regularly.
- Feel confident administering First Aid and Fire Evacuation procedures. Full training will be provided.
- Conduct safety check as per event risk assessment for each event.

Operational management

- Support the Event Managers to oversee the running of the bar and products on offer.
- Manage ordering and stock control of bar products.
- To have a good understanding of the EPOS and reporting system. Ensuring products are kept up to date, staff are well trained, and reporting is recorded. Full training will be provided.
- To assist with Health & Safety and Fire procedures and checks.
- To support the Event Managers with general site maintenance and housekeeping checks as required.
- Report maintenance issues to the Event Managers.

Person Specification:

ATTRIBUTES	ESSENTIAL	DESIRABLE
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<p>Relevant Experience Work and non-related work experience relevant to the job and organisation</p>	<p>Experience of working in well-established high-quality hospitality business at supervisory level or above for a minimum of 1 year. Confident to guide a team of at least 5 people and lead by example. Awareness of customer and employee needs – proactive with solutions Goes above and beyond to ensure outstanding service is consistently delivered</p>	<p>Experience in a variety of hospitality settings from small intimate dinners to larger gatherings. A relevant qualification and a passion for learning and continually improving skills and knowledge. Events experience – ability to organise and run small events, weddings or corporate functions.</p>
<p>Education/ Training Specific qualifications and or training</p>	<p>Full UK Driving License GSCE (grades A-C in English & Maths)</p>	<p>First Aid at work Fire training WSET Certification Personal license holder CIEH Food hygiene/safety & H&S between Levels 1-4</p>
<p>Qualities, knowledge & skills Personal skills, qualities, behaviour, most of these will be essential as many of these cannot be trained</p>	<p>Be fully committed to the culture and ethos of Nancarrow Farm. Excellent organisational and coordination skills with an eye for detail. Good time management and ability to multitask. Professional personal presentation – a role model to others. Approachable, confident and positive persona. Able to demonstrate effective listening skills, diplomacy, and excellent interpersonal skills. Good motivation and leadership skills, highly passionate and enthusiastic about work. Excellent communication skills (verbal and written). An ambition to build a career in the events/hospitality industry.</p>	<p>A passion for food and it's provenance. A good understanding of seasonality and sustainability.</p>
<p>Additional factors Unsocial hours/eves/weekends Ability to drive etc.</p>	<p>Available to work flexible shift pattern to include evenings and weekends (expected to work three weekends a month and bank holidays). A physical and active role involving heavy lifting and the requirement to work outdoors year-round. Ability to drive and own transport. Whilst this is a full-time role, if you are unable to commit to these hours but feel you are perfect for the position, please contact us.</p>	

This job and person specification is a guide only and is not exhaustive. You may be required to perform other duties which are not expressly listed but are in keeping with the general purpose of your job role and we reserve the right to make changes to this job description as appropriate.