

NANCARROW FARM

Job Specification

Job role:	Restaurant & Events Manager
Location:	Nancarrow Farm – Zelah
Starting wage:	Competitive (Initial 12month contract)
Working hours:	Full time (48 hours per week - evening and weekend working essential)
Line Manager:	Head Chef
Key relationships:	Directors, Head chef, Events Managers, Senior sous, Assistant Restaurant Manger

Background:

Our vision is to create a world class farm – to – table restaurant and events venue, a memorable, collaborative eating experience with our farm's organic produce at the heart.

The Restaurant & Events Manager will provide leadership and management across Nancarrow Front of House & Kitchen team. As one of the key point of contacts for customers & clients, you will play a pivotal role ensuring our values and ethos are brought to life at each event.

You will be responsible for development and delivery of exceptional customer experience, whilst maintaining positive team culture, and developing robust commercial performance. You will play a leading role in the development & delivery of the events offering as well as leadership within the restaurant team. In addition, you will ensure that statutory food, hygiene and Health & Safety standards are maintained at all times.

Responsibilities:

People Management

- To have an exceptional understanding of the 'Nancarrow' standard of service and to implement and influence best practice procedures.
- Provide leadership and supervision to the Front of House team, including Supervisors & Assistant Restaurant Manager.
- Ensuring training is given to ensure service is carried out to a high standard and excellent customer service is given at all times.
- 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.
- Efficiently managing the FOH rota, performance reviews and progression within the team
- 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

NANCARROW FARM

customer centred culture.

- Oversee the effectiveness of the Front of House team and ensure consistency, efficiency, professionalism and effective communication to drive a strong cultural belief in the brand and product /service.

Event delivery:

- Play a leading role in overseeing & ensuring exceptional delivery of all Nancarrow events.
- To develop and manage effective procedures for pre and post event change around
- Act as key point of contact for clients alongside Event Manager.
- Support Event Manager with event related duties, deputising when Event Manager is not present.
- Fulfil the Event manger role within specific events throughout the year.
- To proactively feedback to the Management Team on ways event delivery could be improved to maximise customer satisfaction and operational effectiveness.
- To have an in-depth knowledge of the products and services offered at Nancarrow as well as a understanding of the farm and its ethos.
- Show an acute attention to detail when preparing, delivering and reviewing each 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.
- Contribute to strategic planning and work, ensuring that you act in the best interests of the business at all times through understanding the business strategy, key competitors and how the business fits within the wider hospitality industry in which it operates.

Operational management

- Oversee the running of the restaurant and bar including all products on offer.
- Manage the ordering process and stock control for all bar offerings.
- 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.
- Comply with and enforce all the Farm's policies, standards and legislative requirements relevant to maintaining effective performance, communication,

NANCARROW FARM

training and good business reputation; including Food Hygiene, Fire, Health & Safety regulations, attending relevant training as required - responsible as key contact for environmental health/trading standards/fire/police and all public sector officers.

Health & Safety

- Oversee & update the General Health & Safety Policy
- Oversee & update the Fire Risk Assessment to include, Fire Extinguisher maintenance, Fire Alarms & Emergency lighting
- Conduct fire drills
- Arrange annual maintenance & checks, to include PAT testing & Chimney sweeping.
- Co-ordinate staff training courses and filing of certificates.
- Review Health and Safety documents with Lucy

Site & Accommodation

- Oversee and communicate with housekeeping.
- Oversee and evaluate the condition of accommodation.
- Report & co-ordinate any maintenance issues.
- Be a point of communication with contractors.
- Ensure room booklets are up to date & in correct locations.

Person Specification:

ATTRIBUTES	ESSENTIAL	DESIRABLE
<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 2 years. 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 GCSE (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>

NANCARROW FARM

<p>Qualities, knowledge & skills</p> <p>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.</p> <p>Excellent organisational and coordination skills with an eye for detail.</p> <p>Good time management and ability to multitask.</p> <p>Professional personal presentation – a role model to others.</p> <p>Approachable, confident and positive persona.</p> <p>Good knowledge of beverage, wine & cellar management.</p> <p>Able to demonstrate effective listening skills, diplomacy, and excellent interpersonal skills.</p> <p>Good motivation and leadership skills, highly passionate and enthusiastic about work.</p> <p>Excellent communication skills (verbal and written).</p> <p>An ambition to build a career in the events/hospitality industry.</p>	<p>A passion for food and it's provenance.</p> <p>A good understanding of seasonality and sustainability.</p> <p>A competent knowledge & interest in in different types of wine, beers, spirits & their delivery.</p>
<p>Additional factors</p> <p>Unsocial hours/eves/weekends Ability to drive etc.</p>	<p>Available to work flexible shift pattern which include evenings and weekends.</p> <p>A physical and active role involving heavy lifting and the requirement to work outdoors year-round.</p> <p>Ability to drive and own transport.</p> <p>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.