

## Role Profile

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|---------------------------------------|------------------------------------|
| <b>Job Title:</b> Bar Person          |                                    |
| <b>Managed by:</b> Restaurant Manager |                                    |
| <b>Department(s)</b> Five Arrows      | <b>Location:</b> Five Arrows Hotel |

Waddesdon is a Rothschild house and gardens set in the Buckinghamshire countryside just outside Aylesbury. It was created for Baron Ferdinand de Rothschild in the 1870s. Now owned by the National Trust, but managed by a family trust (the Rothschild Foundation), it remains the epitome of ‘Rothschild style’.

Visitors today can still see Ferdinand’s unrivalled collections of decorative arts and paintings, alongside contemporary art, and wander in the immaculate gardens. There is also a working aviary, wine cellars, shops, restaurants and a woodland playground.

Over 300 staff and more than 300 volunteers help mount special exhibitions, host educational visits, hold wine tastings, lead guided walks and talks, and run events throughout the year, including a magical Christmas season. Private events – parties, meetings and weddings – are held at the Dairy (a private building on the estate) and at the Five Arrows, a Grade II listed boutique 16 bedroom hotel near the gates of the Manor.

The Five Arrows’ name is derived from the Rothschild family emblem of a shield surmounted by five arrows, pointing upward and tied with a ribbon. Built in 1887 as part of Waddesdon Estate by Baron Ferdinand de Rothschild it was originally used to accommodate the architects, craftsmen and artisans working on the Manor itself. It was designed by architect/builder, James Taylor, who lived locally in Bierton; in his own “authentic” English style of half timbering, elaborate Elizabethan chimney stacks, and wrought ironwork. Architecturally it is one of the most striking buildings in the village.

The Hotel and Private Events business, with 38 permanent members of staff, are managed by the trading company Rothschild Waddesdon Ltd, and all profits are returned to the Rothschild Foundation, a UK registered charity, for the upkeep of Waddesdon. The charity supports arts and heritage, the environment, education and social welfare by awarding

grants, fostering dialogue and debate, and through the support of Waddesdon Manor

### **Outline of Role:**

To provide an excellent customer drinking experience. Be able to create classic and innovative drinks exceeding customer's needs and expectations.

#### **1. Responsibilities:**

The key areas of responsibility and duties are as follows:-

- Prepare alcohol or non-alcohol beverages for bar and restaurant patrons
- Interact with customers, take orders for drinks and food service
- Assist with front of house staff with customer service when required
- Access customers' needs and preferences and make recommendations
- Mix ingredients to prepare cocktails
- Check customers identification and confirm it meets legal drinking age
- Restock and replenish bar inventory and supplies including placing orders
- Stay guest focused and nurture an excellent guest experience
- Comply with all food and beverage regulations
- Maintain a clean work and dining area by cleaning tables, washing glasses, utensils and equipment

#### **2. Relationships**

- At all times to maintain good working relationships with all members of the Waddesdon staff, visitors and other members of the public.

#### **3. Finance**

- Your responsibilities here are to look after stock. This can be done by checking products, always checking bills, reducing waste, and by encouraging sales.
- Every bill you give must be double-checked.

#### **4. Equipment**

- You are expected to treat all equipment with due care and report all breakages or breakdowns to the Assistant Operations Manager or Hospitality Supervisor.

#### **5. Environmental Awareness**

- All staff are expected to observe The Rothschild Foundations policy and practices for the protection and improvement of the environment, and to ensure the security of equipment and buildings.

## 6. Personal

- You are expected to be punctual, dressed appropriately and adhere to the standards of appearance.
- You are also expected to attend all training sessions and have read all necessary policy documents, viz Health & Safety, Fire, Hygiene, etc. A knowledge of the Five Arrows Hotel, Private Events and Waddesdon Manor and Grounds is expected, and all company policy as laid out in the Manual, viz Service Standards, Equipment Knowledge, Cleanliness of the Restaurant, Bar and Wash-Up, Disciplinary Procedures, etc

## 7. Additional duties

- You may be required to work for either the Five Arrows or Private Events, which may include the reception of the Five Arrows Hotel. Reception assistance may include: check in, check out, answering emails, answering a phone.

This list is not exhaustive and additional duties may be required by the management team.

## 8. Requirements:

- Excellent knowledge of mixing, garnishing and serving drinks
- Computer literacy
- Positive attitude and excellent communication skills
- Ability to keep the bar organised, stocked and clean
- Relevant training certificate
- Meets state minimum age to service alcohol
- Positive, engaging and professional appearance

## Terms & Conditions:

**Contract Type:** Full-time, Permanent role

**Salary:** £18,000 per annum plus a share of the discretionary service charge

**Hours:** A maximum of 42.5 hours a week, on a seven day rota to include weekends, evenings and split shifts as required by the business. Hours of work to suit the needs of the business (exclusive of breaks). Hotel trading days will be Wednesday to Sunday inclusive.

**Annual Leave:** From start date, 33 days (including public holidays)

After three full years of service: 36 days (including public holidays)  
After five full years of service: 38 days (including public holidays)  
After ten full years of service: 40 days (including public holidays)

### **Application Process**

Closing date – 7 May 2021, Interviews will be held on 12 & 13 May.

Send CV and Covering Letter to [application@waddesdon.org.uk](mailto:application@waddesdon.org.uk)