

Role Profile

Job Title: Catering Assistant Manager, Rothschild Waddesdon Ltd (RWL)	
Managed by: Head of Catering / Catering Manager	
Department(s) Catering	Location: Waddesdon Manor

The Catering Assistant Manager (CAM) will be responsible for implementing all aspects of service throughout the 2 restaurants & 5 Outlets at Waddesdon. The CAM will report directly to the CM and will need to work closely with the Head Chefs to enable Catering on-site to run smoothly & efficiently.

This role is a predominantly location/ floor based role with 85% of the workload designated as customer & food service orientated.

The Main objectives of the CAM is to ensure on a day to day basis the Catering Department achieves excellence in everything. The CAM will ensure that all our customers are happy, that our staff are well trained, stimulated and feel involved, and that we contribute as much as possible to the financial success of Waddesdon.

The CAM will be able to assess their success by a continual feedback discussion including customer responses, twice weekly standards walk, on the job discussions with Head of Catering & CM. This will allow for two-way discussions and reference the weekly report of revenue, and by a more formal six monthly meeting with the CM & Head of Catering which will be part of the ongoing PDR.

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

Customer Service

- The CAM needs to deliver excellent customer service through team work and leading by example within our 2 Restaurants & 5 Food Outlets.
- The CAM will control fundamental customer service tasks such as queue management, customer guiding and problem solving at a basic level and will deliver on higher levels of customer service from gained experiences.

- Our customer feedback survey as well as in-person feedback will be a key indicator of success. A smile, direct eye contact and a friendly demeanour are essential as is a can-do attitude.
- The CAM needs to ensure that all their team are equally welcoming and friendly. Every effort must be made to serve the customer's needs.
- Such service will be evident to all as the atmosphere in the Restaurants & Outlets will reflect this environment.
- It is a necessity of the role that CAM will move around the business and be comfortable in all areas. Whilst greater proportions of time will be spent in certain areas; holidays, sickness and specials events will require greater levels of flexibility throughout the business.

Food Service

- Working with the Head Chefs, CM & Head of Catering to ensure the serving of the food produced in the kitchens is done to the highest possible standard and following all legal requirements.
- Ensure that all outlets are appropriately stocked throughout the day and communicating needs with the Chefs & Team appropriately and ensuring we do not run out of core lines.
- The role will also involve checking tables, chairs, utensils and loose tools to ensure that they are clean and in keeping with our standards.
- Ensuring food arrives promptly and with the necessary accoutrements, so that each order is delivered to a high standard.
- A similar requirement is necessary for the production spaces and store rooms which are the direct responsibility of the CAM.
- Ensure the company is complying with its due diligence requirements and the signing of all cleaning & hygiene logs for business on a daily, weekly & monthly basis.

Success in this area will be most evident from customer feedback.

Staff

- The CAM will work with the CM to achieve optimum staffing levels throughout the year and assist with the training of front of house staff.

- Motivate the front of house staff to ensure an efficient and happy working environment, fostering individual commitment, enthusiasm and confidence.
- Assist with ensuring the highest standards of punctuality, appearance, service, behaviour, integrity and politeness in all staff.
- The CAM will conduct Ad-hoc training to ensure we achieve the service levels we require for the business.
- Assist in the production of staff rotas in conjunction with the CM in order to cover daily requirements as well as covering special events, as appropriate.

Finance

- Work with the CM & Head of Catering to deliver a specific staffing budget – set as a % of Sales per Week
- Ensure wastage is kept to a minimum and production is produced in line with demand.
- Comply with financial procedures such as hours inputting, change requests and intracompany recharges. Ensuring takings and the reconciliation of tills with daily takings.

Legal

- Working with the CM to ensure that all front of house staff follow Health & Safety and Hygiene legislation to the letter.
- Following up all refresher and new starter E-Learning Training has been completed.

Equipment

- Working with the CM and ensuring that all fixtures and fittings are respected and cared for by all staff. Notifying the CM & The Head of Catering of all breakages and equipment failures.

Supplies

- Working with the RWL Administrator & CM to maintain stock levels of Core Lines.

The achievement of maximum profit, minimum stock loss will be the benchmark in this area.

Events

- Working with the CM to ensure that all events are staffed, supplied and run efficiently.

- Deliver planned events set out in the Catering Events Calendar.

Terms & Conditions

Contract Type: Permanent, Full time

Hourly Rate/Annual Salary: £23,000 per annum

Hours: A minimum of 37.5 hours per week, Wednesday to Sunday & Bank Holidays with some optional evening work available. No split shifts.

Annual Leave: 33 days a year (including public holidays), rising to 36 days on completion of three full years' service, rising to 38 days after 5 years' service and rising to 40 days after 10 years' service.

Benefits: Beautiful location working within the charity and heritage sector
Discounts in our Restaurants and shops.
Employer matched pension contribution match up to 10%
Free parking on site at Waddesdon
Discount up to 35% off a National Trust holiday cottage booking

Application Process

- Closing date for applications: 17 October 2021
- Please submit your CV and covering letter to application@waddesdon.org.uk
- Interviews: TBC