



ROTHSCHILD  
FOUNDATION



WADDESDON

### Job Description

<b>Job Title:</b> Shift Supervisor	
<b>Managed by:</b> Head of Catering & Retail / Catering Manager (CM) / Catering Assistant Managers (CAM)	
<b>Department(s):</b> Catering	<b>Location:</b> Waddesdon

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.

Staff and 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 Role

The shift supervisor is responsible for the hands-on supervision of service, hygiene standards & customer service.

The main objective of the Shift Supervisor is to provide assistance to the team & customers in the day to day running of a Food Outlet or Restaurant.

The shift supervisor will ensure that all our customers are happy, that our staff are well trained, stimulated and feel involved, as well as ensuring the highest of hygiene and service standards.

The Shift Supervisor will be responsible for the correct opening and closing of an Outlet or Restaurant and being the responsible party involved is the safe service and handling of food with a focus on exceptional customer service.

### Key responsibilities:-

#### Customer Service:

- The most important responsibility of the Shift Supervisor is to make all customers to Waddesdon feel welcome and to ensure each area, be it a Restaurant or Food 2 Go Outlet is ready to serve customers when we open.

- The Shift Supervisor needs to ensure that all their Outlets/Restaurants are welcoming, friendly & presentable. Every effort must be made to serve the customer's needs where at all possible.

#### Food Service:

- Working with the CM & CAM's to ensure the serving of the food produced in the kitchens is consistent with the highest possible standard & legal requirements.
- It will involve temperature logging, date checks, filling out cleaning logs & signing of opening & closing checklists
- All areas must be stocked and ready to serve at their designated opening times.
- Controlling waste and minimizing waste will be a key part of this role.

#### Staff:

In conjunction with the CM & CAM's

- Train staff to serve customers in an efficient and polite manner and help in the continual development of team skills.
- Assist with the training of front of house staff in all skills necessary for the successful completion of their duties; both induction training and encouraging the continued occupational development of staff members.
- Assist with the motivation of front of house staff to ensure an efficient and happy working environment, fostering individual commitment, enthusiasm and confidence.
- Assist with ensuring the honesty and integrity of all front of house staff, and the early reporting of any possible problems to the CM & CAM's
- Assist with ensuring the highest standards of punctuality, appearance, service, behaviour and politeness.

#### Finance:

- Assist with the complying of financial procedures and cash handling.
- Assist with the supervision of takings.

#### Legal:

Working with CM & CAM's

- Assist with ensuring that all front of house staff follow health & safety and hygiene legislation to the letter.
- Ensure the company is complying with its due diligence requirements.

#### Equipment:

Working with the CM & CAM's

- Logging all equipment and building's issues with the management team

#### Supplies:

Working with the CM & CAM's

- Assist with stock taking and stock ordering when required.

#### Events:

Working with the CM & CAM's

- Ensure that all those events which are under the Supervisor's responsibility are executed in line with the Events Plan.

## Skills and Experience

### Essential

- Proven track record of providing exceptional customer service in a quick service environment
- Experience of supervising a restaurant or food outlet team in a similar establishment
- Ability in dividing responsibilities and monitoring progress
- Experience of stock and waste management
- Good written and verbal communication skills
- Numerate, with attention to detail
- Working knowledge of food hygiene and health & safety
- Must enjoy working as part of a team, with strong people skills to support team engagement, motivation and development.

### Desirable

- Intermediate Food & Hygiene Certificate or equivalent

## Terms & Conditions:

### Contract Type:

**Salary:** £9.25 per hour; plus a share of the discretionary service charge.

**Hours:** A maximum of 42 hours per week on a Wednesday to Sunday rota, including Public Holidays (excluding Christmas Day and Boxing Day) and the occasional shift outside of the normal rota, as required by the business. Hours may vary and cannot be guaranteed. Your pay will reflect the hours you work. Hours of work to suit the needs of the business (exclusive of breaks). No split shifts

**Annual Leave:** your statutory annual leave entitlement is 28 days (20 days plus 8 public holidays), or 5.6 weeks. This will be pro-rat'ed based on actual hours you work. If you work a public holiday, you will be paid double your hourly rate, but your statutory annual leave entitlement will reduce accordingly (i.e. you are being paid double on that date, so therefore not entitled to holiday pay or TOIL for that date).

**Benefits:** 20 % staff discounts in our on-site Restaurant and Shops, 10% on wine  
Matched company pension scheme up to 10% of salary  
Beautiful location working within the charity and heritage sector  
Free parking

## Application Process

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

