

Job title: Manager, Food Service

Location: Brownsea Castle, Brownsea Island, Poole	Profession: People
Reports to: General Manager, Brownsea Castle	
People Management: Yes ▾ Assignment Management: Yes ▾	
Partnership Level: Partnership level 8	Manager's Partnership level: Partnership level 6
Number of direct reports: To be confirmed	Partnership level(s) of direct reports: Partnership level 10

About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands - John Lewis & Partners and Waitrose & Partners, as well as expanding into new areas beyond retail.

We aren't an ordinary business though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

Critical purpose of the role

- Leading a team to deliver the hotel's food service and beverage offer through the management and leadership of their team in accordance with Partnership behaviours and the hotels focus on delivering a first rate guest experience.
- To operate as part of a wider hotel management team, to include duty manager responsibilities and contribute to the leadership and success of the hotel.

Primary Outcomes & Accountabilities

Being a brand ambassador who provides a consistently outstanding customer experience.

- Planning, prioritisation, set up and delivery of the food service operation in all areas of the hotel, to include functions
- Maintaining and exceeding levels of customer service
- Build strong relationships with the kitchen team to ensure service and sales are maximised
- Taking overall responsibility of the management of the FOH team - to include: Partner Development, mandatory training and apprentice management.
- Minimising hotel costs and wastage
- Achieve profit targets by controlling food costs, minimising wastage and exploiting all appropriate efficiencies.

Measures of success

- Guest and line management feedback
- Catering sales vs. Last Year and Budget
- Hotel inspection pass rate for quality and presentation of food
- Compliance with Food Safety and Partnership processes and procedures
- Partners have clear objectives and consistently deliver above expectations.
- Internal and external audit reports
- Level of absence.
- Scheduled and unannounced audits/ safety checks



- Manage rotas to ensure pay costs come within budget.
- Achieve targets by leading, developing and validating Partners knowledge of the end to end catering process.
- Communication with the team
- Recruitment of FOH Partners
- Completing reviews/annual reviews for direct line reports
- Holding the position of Designated Premises Licence holder and having overall responsibility for complying with legislation, employment law, regulations, food standards, drinks service behind the bar
- Compliance checks and adherence to the food safety policy.
- Risk assessments, weekly equipment checks, making sure the maintenance issues are reported.
- Cash handling, department security.
- Legalities - weights and measures of alcohol.

Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently. Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing differently. Continuously engage with and actively contribute to your Profession

Appreciate what different life experiences bring to the Partnership and the value this adds to unbiased and smarter decision making.

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Skills

- Commercial awareness
- Skilled influencer/ motivator/ coach
- Proven leadership skills
- Understanding of profit & loss accounts
- PC literate and able to grasp numerous systems: finance, hotel booking, personnel etc.
- Experience in customer service delivery
- Ability to interpret and enforce food safety Policy and health and safety regulations.

The right candidate for this role will enjoy working in a busy, vibrant arena with a focus on their guests, with whom interaction is key. Openly demonstrates a sound knowledge of both Food Safety and Health & safety in addition to a passion for food and the delivery of a first rate guest experience.

Working closely with the kitchen brigade and food service team, a strong candidate will demonstrate diligence and, along with the development and skills training of the team, the role demands a highly proactive approach to all aspects of performance Management.



Qualifications & Experience (where applicable)

Essential

- People management experience, Food and Beverage service experience, Strong Organisational Skills, Mental Dexterity/agility, customer mindset

Desirable

- Food Safety Level 3, Understanding of HACCP.

Version	Created/updated by	Date
1:0	Centralised Recruitment hotels	19/02/2024