

JOB DESCRIPTION

JOB INFORMATION

JOB TITLE	Duty Manager - Catering
LOCATION	Hawkwood
WORKING HOURS	Full Time - Flexible working hours tbd

POSITION IN THE ORGANISATION

REPORTS TO	Chef and General Manager
WORKS IN CONJUNCTION WITH	Chef and General Manager

THE CONTEXT:

Hawkwood, a Registered Charity, is an independent centre for arts and education. Hawkwood offers residential courses to people of all ages and from all walks of life. No formal qualifications are needed to participate in events at Hawkwood which also hosts conferences and educational trainings by other organisations. The post holder will be expected to embrace, articulate and work with the Hawkwood's vision, ensuring that Hawkwood's reputation as a warm, welcoming and nurturing centre for adult education is maintained.

OVERALL PURPOSE OF JOB

This role is a hands on operational role ensuring the smooth running of our service & dining operations.

MAIN DUTIES AND RESPONSIBILITIES

1. Working with General Manager to ensure correct staffing levels are appropriate to business levels.
2. Ensure catering team are fully briefed on day-to-day business and operational expectations.
3. Supervise new starter training/ induction, monitor and support ongoing development.
4. Support Head chef to ensure kitchen hygiene standards are maintained at all times.
5. When requested by chef, assist in basic food preparation.
6. When requested, assist in dissemination of food/ stock deliveries/ stock taking.
7. Maintain a clean and tidy dining room.
8. Maintain a clean and safe kitchen environment.
9. Organise/ serving of morning and afternoon refreshments for guests.
10. Organise food service, assist chef/ colleagues in serving food to guests in friendly, professional manner.
11. As Duty manager, assist guests with enquires and deal with accordingly.
12. As Duty manager you will from time to time be the on-site fire marshal in charge of guest/ staff safety in case of fire emergency. You will also as on-site first aider respond to any situations and deal with as they arise.
13. You may from time-to-time be required to stay overnight as 'sleeping' duty manager in charge.
14. When required, assist operations by supporting checking-in procedure with office/ guests.
15. When required assist in set-up of venue group rooms for incoming bookings.

PERSON SPECIFICATION		ESSENTIAL / DESIRABLE
SKILLS	<ul style="list-style-type: none"> • Organisational and time management skills • People management • Communication skills • The ability to work individually and as part of a small team • The ability to work flexibly, to react to events and remain calm and effective under pressure • Able to present a professional image at all times 	E E E E E E
KNOWLEDGE	<ul style="list-style-type: none"> • Catering Service • Bar service • Of good hygienic practice • Basic food preparation • Handling food safety • Food allergens 	E D E D E D
EXPERIENCE	<ul style="list-style-type: none"> • Experience in the food service industry • Customer service • Supervising co-workers 	E E D

QUALIFICATIONS	<ul style="list-style-type: none"> • Food Hygiene Level 1 • First Aid Level 1 • Fire Marshall Training <p>Hands on/ refresher training will be provided for all above items</p>	D D D
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • A positive 'can do' attitude • Personal Hygiene 	E E

PERSONAL CHARACTERISTICS	
<ul style="list-style-type: none"> • Practical minded • Work individually and as part of a team • Friendly, positive attitude. Approachable, compassionate. • Ability to think for oneself • Reliable • Willing to listen • Willing to multi skill • Good communicator • Attention to detail • Planning and Organising skills 	

STAFF AND VOLUNTEER CODE OF CONDUCT	
<p>Whilst working as a member of staff or a volunteer at Hawkwood the jobholder will:</p> <ul style="list-style-type: none"> • Act in accordance with my employment contract and 'written statement' and follow the policies and procedures in the staff handbook. • Act in the best interests of Hawkwood at all times and act in a way that will enhance Hawkwood's reputation and standing in the community. • Be considerate, courteous and respectful to the opinions, views, origins and backgrounds of all other members of staff, volunteers, visitors and trustees; and respond to others with an open mind. • Keep themselves up-to-date with what is happening at Hawkwood. Understand the educational programme and Artist Residency Programme and how their role impacts on Hawkwood's success and reputation. • Take a caring attitude to the grounds and the house and the use of all Hawkwood's resources. • Maintain confidentiality in respect to the information they have access to regarding other staff members, volunteers, visitors and trustees 	