

Assistant Kitchen
Manager
Candidate Pack



harewood.org

Photo credit Tom Arber



ABOUT HAREWOOD

Harewood House Trust is an educational charity which engages nearly 300,000 visitors every year through our three outstanding collections – art, garden and living – with a 30-year commitment to contemporary programming that links them. It is one of England's finest 18th century country houses, with a magnificent collection of fine and decorative arts; an accredited museum, with a nationally designated collection, it is also the family seat of the Earl and Countess of Harewood.

As an educational charitable trust, Harewood's key objectives are:

- to preserve for the benefit of the public the House, Gardens and Collections
- to promote the study and appreciation of the arts and sciences
- to provide facilities for recreation.

Alongside the care, conservation and interpretation of the core collection, Harewood runs a series of innovative exhibitions of contemporary as well as historic art. The Trust also has a commercial arm that manages its trading operation including major outdoor events, conferences, corporate functions, fine dining, cafés and other retail and food outlets throughout the site.

In 2021, Harewood celebrated 250 years since the House was completed. The Trust has great ambitions for Harewood's future, as well as celebrating its fascinating past, including working on a masterplan to ensure Harewood's conservation, its longevity and its relevance to audiences today. The Masterplan encompasses several capital projects to grow our audiences, generate new income and provide an excellent visitor experience. It includes development of a new Visitor Centre and car park, restoration of the Walled Garden, and conversion of a listed building back into a family and creative space, and new play.

ASSISTANT KITCHEN MANAGER

Responsible to	Kitchen Manager
Contract	Permanent
Hours	40 hours per week to include weekends and bank holidays (5 days over 7) and occasional late finishes during events
Salary	£30,000 per annum

MAIN PURPOSE OF THE ROLE

Reporting to Kitchen Manager, this role's main purpose is to help maximise the generation of income through all aspects of catering at Harewood House Trust.

The catering operation is provided by an in-house team - having been previously managed by an external caterer. Working with the Kitchen Manager, you will help create a new vision for catering across the organisation, with provenance being at the heart of everything we offer, simultaneously designing food offers that suit each area, volumes, and demographic. The current catering offer comprises two cafes and three seasonal concessions as well as event opportunities both in the House and the Courtyard.

As our Assistant Kitchen Manager, you will be responsible for overseeing the day-to-day operation of all kitchen operations and support and motivate the catering team to deliver exceptional customer service, standards, presentation, availability and look and feel of the department.

Main duties will include day-to-day kitchen management, people management, Health and Safety + Food Hygiene, raising standards, improving the overall catering offer, ordering and inventory management. This is a busy role that will require someone highly organised and motivated in order to successfully fulfill the role.

KEY RESULT AREAS

People Management and Leadership

- Provide day-to-day management of the catering offer at Harewood.
- Support the Kitchen Manager on recruitment, induction, training, organisation and management of the catering team.
- Ensure staff paperwork - including rota and payroll are completed in an accurate and timely manner and in line with set budgets.
- With support from the Kitchen Manager and Food and Beverage Manager, ensure all performance objectives are met, encouraging staff to develop within and where appropriate beyond their posts.
- Communicate with all staff effectively to ensure that information is disseminated.
- Be accountable for self-development, seek out new opportunities and learn new skills.
- Play an important part in promoting Harewood's vision and objectives.

Operations

- Support the Kitchen Manager and Food and Beverage Manager in the delivery of the new catering vision and ensure financial targets are met.
- Support in sourcing high-quality regional suppliers of food and drink and ensure provenance is at the heart of everything we offer.
- Ensure stock is carefully managed to ensure consistency and availability of our offer.
- Manage the Health + Safety and Food Safety of catering areas and ensure staff understand and comply with hygiene regulations.
- Support with annual stock takes and quarterly stock checks -Ensuring that stock is carefully recorded and minimal stock is lost.
- Create and implement procedures and help streamline processes and raise standards.
- Alongside the Kitchen Manager, you will support the development of menus for cafes, concessions, events and groups thereby maximising sales potential.
- Act as a role model, leading on customer service excellence with the team.
- Deal with all feedback efficiently and ensure steps are taken to improve any recurring negative feedback.
- Ensure that each catering area is looking its best on a daily basis, with staff and environment well presented, packaging available and POS clearly displayed and within brand guidelines.
- Assist in using EPOS and other sources to inform repeat order quantities to maximise sales and profitability
- Set up and maintain all EPOS records and supplier information accurately.
- Manage the delivery of conferencing and fine dining events

Finance

- Work with F+B Manager & Kitchen Manager to ensure KPIs are met and/or exceeded.
- Work with the F+B Manager & Kitchen Manager to drive the business forward and ensure staff are motivated by their targets.
- Learn to analyse sales in order to control, manage and minimise all costs efficiently.
- Monitor and review monthly accounts and forecasts to ensure appropriate action is taken to achieve targets and improve business performance

General Responsibilities

- A commitment to equal opportunities, diversity and health and safety
- Actively contribute to the successful achievement of departmental and charity-wide goals
- Uphold all Harewood House Trust policies and procedures
- Carry out any other duties as reasonably requested
- Actively embody the charity's values

Special Considerations

- Occasional evenings and regular weekend and bank holiday working will be required.
- Due to the nature of the business, annual leave cannot be taken in peak times such as summer holidays and Christmas.
- The post holder will be required to hold a Personal Licence for the sale of alcohol.
- This role may include some heavy lifting of stock

PERSON SPECIFICATION

E = Essential, D = Desirable

An effective team player who can demonstrate initiative and support others in a busy environment	E
Excellent customer service skills and the ability to train others in this area	E
Proven experience in managing a busy kitchen operation	E
Proven experience of delivering event catering	E
Proven experience of delivering on KPIs	E
Excellent understanding and experience adhering to all applicable Health and Safety legislation	E
Working with EPOS systems	E
A passion for exceeding visitor expectations to ensure an excellent experience	E
Excellent communication skills	E
Flexible approach to weekends, bank holidays and event days	E
Commitment to Harewood's aims and values	E
A commitment to equality & diversity	E
An interest in or appreciation of the arts / culture / heritage	D

OUR VALUES

Caring – demonstrate quality in your own work, showing support for those around you, respecting audiences and colleagues, showing empathy

Together – showing a commitment to team work, collaboration, belief in an organisation's mission and vision, living brand values

Adventurous – demonstrate energy and zeal in your attitude to work, being proactive, having a curious mind, being confident in your decisions, embracing innovation

Challenging – showing a commitment to high standards with rigour in your own work, learning from every opportunity, proactively questioning to ensure best results



CONTRACT TERMS & BENEFITS

Contract	Permanent
Probation period	6 months
Annual leave entitlement	25 days plus bank holidays, rising by a day after each year of service in your first three years up to 28 days
Location	Harewood House Trust, Harewood, Leeds, LS17 9LG. Harewood is 7 miles outside of Leeds and accessible by public transport: goodjourney.org.uk/attraction/harewood-house/
Employee benefits	Enhanced maternity, paternity and adoption entitlements; Enhanced sick pay entitlements; Employee Assistance Programme; Death in Service benefit scheme; Access to complimentary passes for other Treasure Houses of England + Yorkshire's Great, Houses, Castles & Gardens properties; Staff discount in onsite cafés + retail outlets; Vouchers for a free eyesight test for Display Screen Equipment users; Free parking.
Pre-work checks	Two satisfactory references Evidence of right to work in the UK

FURTHER INFORMATION

If you would like an informal discussion about this role, please contact Audrey Furnival, Food and Beverage Manager, at audrey.f@harewood.org.

NEXT STEPS & HOW TO APPLY

Please submit an [application form](#) to recruitment@harewood.org. If you require the form in an alternative format, please get in touch.

Applications will be reviewed upon receipt

Please note, we reserve the right to close vacancies early if we receive sufficient applications. If you are interested, we advise you to submit your application as early as possible.

Thank you for reading this pack. We look forward to hearing from you!



For more information please contact
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HAREWOOD

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