

# Assistant Food + Beverage Manager Candidate Pack



[harewood.org](http://harewood.org)

Photo credit Lee Beel



## **ABOUT HAREWOOD**

Harewood House Trust is an educational charity which engages around 250,000 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 FOOD + BEVERAGE MANAGER**

<b>Responsible to</b>	Food + Beverage (F+B) Manager
<b>Responsible for</b>	F+B Supervisors and F+B Team
<b>Contract</b>	Permanent
<b>Hours</b>	40 hours per week, 5 days over 7, including weekends, bank holidays and occasional late finishes during events
<b>Salary</b>	£30,000 per annum

### **MAIN PURPOSE OF THE ROLE**

Reporting to the F+B 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 was bought in house in October 2023, having been previously managed by an external caterer. Working closely with the F+B Manager, you will help deliver a new vision for catering across the organization, with provenance being at the heart of everything we offer. The current catering offer comprises two cafes and three seasonal concessions as well as event and fine dining opportunities.

As our F+B Assistant Manager, you will be responsible for overseeing the day-to-day operation of all catering, supporting and motivating the catering team to deliver exceptional customer service.

Main duties will include people management, commercial growth including delivering on set KPI's, Health and Safety + Food Hygiene, raising standards, creating processes and development of the overall catering offer. 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**

- Line Management of F+B Supervisors and Team Members.
- Provide day-to-day management of the catering offer at Harewood.
- Lead 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 F+B 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 F+B 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 F+B Manager and Head Chef, 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 to ensure KPI's are met and/or exceeded.
- Work with the F+B Manager to drive business forward and ensure staff are motivated by their targets.
- Support the F+B Manager in analysing 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

**PERSON SPECIFICATION**

E = Essential, D = Desirable

An effective team player who can demonstrate initiative and support others in a busy environment, with the able to work flexibly, positively, creatively and independently.	E
Excellent customer service skills and the ability to train others in this area	E
Proven experience in managing a café or catering operation	E
Proven experience in delivering event catering/fine dining	E
Proven understanding of financial KPIs	E
Proven cash handling experience	E
Management of health and safety within a catering operation	E
Proven experience working in a hospitality setting at leadership level	E
Working with EPOS systems	E
A passion for exceeding visitor expectations	E
A team player, able to work flexibly, positively, creatively and independently	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

**Special Conditions**

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 postholder will be required to hold a Personal Licence for the sale of alcohol.

## **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

<b>Contract</b>	Permanent
<b>Probation period</b>	6 months
<b>Notice after probation period</b>	1 month
<b>Annual leave entitlement</b>	25 days plus bank holidays, rising by a day after each year of service in your first three years up to 28 days (pro-rata for part-time employees)
<b>Location</b>	Harewood House Trust, Harewood, Leeds, LS17 9LG. Harewood is 7 miles outside of Leeds and accessible by public transport: <a href="http://goodjourney.org.uk/attraction/harewood-house/">goodjourney.org.uk/attraction/harewood-house/</a>
<b>Employee benefits</b>	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.
<b>Pre-work checks</b>	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 Emily Long, People Manager, at [recruitment@harewood.org](mailto:recruitment@harewood.org).

## NEXT STEPS & HOW TO APPLY

Please submit an [Application Form](#) and [Equality and Diversity Monitoring Form](#) before the close date to [recruitment@harewood.org](mailto:recruitment@harewood.org). If you require the forms in an alternative format, please get in touch.

Harewood House Trust is a [Disability Confident Employer](#) and any applicants who identify as disabled and meet the essential criteria will be offered an interview. If you would like to declare you have a disability in order for this to be taken into consideration, or if you require any reasonable adjustments for any part of the recruitment process, please let us know.

**Closing date: Sunday 19 January 2025 at midnight**

**Interviews: Week commencing 3 February 2025**

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







For more information please contact  
**Emily Long**  
People Manager  
[recruitment@harewood.org](mailto:recruitment@harewood.org)



**HAREWOOD**

Registered charity in England no 517753

**harewood.org**