Food + Beverage Supervisor

34hrs per week

Candidate Pack

HAREWOOD



harewood.org

Photo credit Tom Arber

HAREWOOD

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.

FOOD + BEVERAGE SUPERVISOR

Responsible to	Food & Beverage Manager
Contract	Annualised
Hours	1768 hours per year, approximately 34 hours per week, generally working 5 days over 7 including weekends and bank holidays
Salary	£23,355.28 per annum

MAIN PURPOSE OF THE ROLE

As Food & Beverage Supervisor, working 1768 hours per year on an annualised contract, you will ensure the efficient day-to-day operation of our catering areas: the Courtyard Cafe, the Terrace, Bothy Teahouse, Ice Cream Kiosk and Harewood Horsebox.

You'll be a real people person with an eye for detail and a passion for providing exceptional customer service. The Food & Beverage Supervisor has a varied operational role; you could be supervising the team in one of the catering areas, supporting the delivery of conferencing and fine dining events, or operating the Horsebox during one of our large outdoor events.
With the Food & Beverage Manager and the team, you will help deliver our vision for catering across the organisation, with provenance being at the heart of everything we offer.

KEY RESULT AREAS

- Provide day-to-day supervision of the catering team and operations at Harewood.
- Support the Food & Beverage Manager with recruitment, induction, training and organisation of staff.
- Support the Food & Beverage Manager to ensure staff paperwork, including rotas and payroll, are completed in an accurate and timely manner and within set budgets.
- 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.
- Support the Food & Beverage Managers in the delivery of the catering vision.
- Ensure stock is carefully managed to ensure consistency and availability of our offer.
- Assist in ensuring health & safety and food safety standards are upheld for all catering areas and 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 to help streamline processes and raise standards.

- Act as a role model, leading on customer service excellence with the team.
- Be the first point of contact for all customer enquiries and feedback
- Ensure that each catering area is looking its best daily, with products well presented, packaging available and POS 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.
- Support the delivery of conferencing and fine dining events.
- Support the Food & Beverage Managers to drive the business forward and ensure staff are motivated by their targets.
- Support the Food & Beverage Managers in analysing sales in order to control, manage and minimise all costs efficiently.

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.
- 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, 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
Previous supervisory experience in a catering operation	E
Experience in delivering event catering	D
Understanding of financial KPIs	D
Proven cash handling experience	E
An understanding of the management of health and safety within a catering operation	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
Barista experience	D
An interest in or appreciation of the arts / culture / heritage	D
A commitment to equality & diversity	E

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



Photo credit Matt Simm, 2021

CONTRACT TERMS & BENEFITS

Contract	Permanent
Probation period	3 months
Notice after probation period	1 month
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 (pro-rata for part-time employees)
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 recruitment@harewood.org.

The closing date for applications: Wednesday, 9th September 2026 at 9.00 am

NEXT STEPS & HOW TO APPLY

Apply by completing a Harewood House Trust Application Form and email to recruitment@harewood.org

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!

disability confident COMMITTED



For more information please contact
recruitment@harewood.org

HAREWOOD

Registered charity in England no 517753

harewood.org