



Job Title: Hospitality Outlet Team Leader	Role Profile Number: OPN119
Grade: M	Date Prepared: 29/10/21
Directorate/Group: Operations	Reporting to: Executive Chef
Structure Chart attached:	No

Job Purpose

The ideal candidate will be a confident, self-motivated leader with a passion for guest satisfaction and previous experience in a high quality fast paced establishment. As Hospitality Outlet Team Leader you will be a flexible and dynamic supervisor of the outlets at Lydiard Park, Waterside Staff Canteen and wider Borough food outlets where needed. You will manage the ordering and securing of stocks, the scheduling of team in the right place at the right time across all outlets and ensure all food safety legislation and health and safety is adhered to.

Key Accountabilities

- Being able to confidently communicate all our food and beverage offerings available to guests and team across all the outlets
- Lead, supervise and manage the Hospitality teams across all outlets ensuring team are scheduled in the right place and each outlet has a balanced and productive workforce
- Ensuring and having responsibility for invoicing of food, confectionary and liquid orders. The post holder will be accountable for cash reconciliation in line with council audit process and ensure paperwork is retained correctly and discrepancies are managed accordingly.
- Managing day-to-day staffing needs, planning and assigning work and contributing to setting performance and development goals for team members
- Making sure food and drinks are secure and stored safely – support the Executive Chef with stock management, food safety legislation and Health and Safety
- Live and breathe our guest journey and help develop and support with Standard Operating Practices and support the Operational Lead for Hotel and Guest Experience on developing the guest vision for the park outlets. The post holder will be responsible for ensuring their teams are aware of standard operating practices and brand standards
- Be the leader of all the outlets and be mobile to travel to each across the day and work in the outlets if required
- Lead and supervise the team on guest service and brand standards

- Be responsible for the cleaning practices and cleaning records for each outlet and ensure all cleaning standards meet EHO standards
- Support the Executive chef with the securing of procurement, contracts and the development of menus. You will be responsible for inspiring the team on the creation of products and how they are to be presented and marketed throughout the outlet structure
- Ensure outlets are secure and be accountable for the security of the buildings when closed and that keyholders are allocated appropriately and have responsibility for the safe securing of stock and equipment on a daily basis
- Complete regular 121s and PDPs for the teams across the outlet structure
- Review budgets with the Executive Chef and determine revenue opportunities

Supplementary Accountabilities

- Be able to work unsociable hours across a 7 day week
- Support and be flexible across the Hospitality structure and work within the Hotel, Park and all outlets.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Full Food and Beverage Supervisory Experience
- Customer service training
- Being able to influence senior management at all levels
- Able to create and maintain brand standards and standard operating procedures, stand by them and able to engage and inspire the team to stand by these values
- Able to work flexibly across multiple locations

Qualifications

- Personal Alcohol Licence is desired
- Certification of Food Safety or equivalent

Decision Making

- Scheduling and Forecasting in an occupancy led environment
- Guest needs
- Food and beverage production

Creativity and Innovation

- Ensure guest journey is at the forefront of all decision making
- Be part of the development of standard operating practices

<p><u>Job Scope</u></p> <p>Number and types of jobs supervised</p> <ul style="list-style-type: none"> • Hospitality Outlet Catering Assistants • Casual Catering Assistants <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Guest Service • Preparation of food • Ordering of stock 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>Reviewer</p> <p>.</p> <p>Kitchen equipment</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Guests/General Public
- Contractors
- Third Party Suppliers

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

- Driving Licence is desired

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	