



POST TITLE:	Food & Beverage Supervisor
DEPARTMENT:	Luxfords Restaurant & Civic Centre
HOURS:	Minimum of 18 hours per week (Monday, Tuesday and Friday plus support for busy days and events within the Civic Centre)
SALARY:	£24,404 per annum (pro rata) (£12.65 per hour, £16.87 per hour for function hours worked after 8.00pm)
PURPOSE OF JOB:	Take the lead on ensuring functions and catering meets customers' needs, and oversee the running of restaurant/bar during service.
PLACE OF WORK:	Luxfords Restaurant, Civic Centre Uckfield
REPORTS TO:	Hospitality Manager

DUTIES AND RESPONSIBILITIES:

As the Food & Beverage Supervisor you will play a key role in ensuring customers have an exceptional experience from the moment they walk through our doors. You will work with our front of house team to maintain high service standards, and contribute to the overall success of the restaurant and catering provided for functions and events within the Civic Centre.

The post is a 'hands on' position and the successful candidate will be an active team member within the Civic Centre.

The Food & Beverage Supervisor will be required to:-

1. Oversee and supervise staff during restaurant and function hours, providing guidance and support, to:
 - ensure the smooth running of daily operations, including opening and closing procedures;
 - ensure stock levels are maintained and orders are made in plenty of time;
 - ensure diaries for kitchen and front of house are up to date with bookings and events;
 - collaborate between the front of house and kitchen staff to ensure seamless communication and service flow;
 - ensure conference bookings are set up, and catering is served on time and to the customer's specifications;

2. Ensure that functions or events are set up as per the customer's specifications, and the team are fully briefed and organised to meet specific timescales;
3. Provide cover for the Hospitality Manager in their absence, for any key events, functions or catering within the Civic Centre;
4. Assist the Hospitality Manager in ensuring staff are adequately trained, and ensuring staff personal development;
5. Assist the Hospitality Manager by contributing to initiatives to increase footfall and income generation within the Civic Centre's facilities through new ideas, initiatives and marketing;
6. Contribute to the forward planning for the Civic Centre's annual events programme;
7. Ensure the workplace is always maintained in a clean, hygienic and tidy manner;
8. Under the health and safety guidelines issued by the Town Council, continue to ensure the safety and wellbeing of all who visit or work in the facilities provided by the Council.
9. Adhere at all times to Uckfield Town Council's corporate policies and procedures.

The job activities quoted above are example of the work involved. They do not purport to be a comprehensive list of all aspects of the principle duties.

Therefore, the successful candidate will be required to undertake any other duties that may be required appropriate to the grade and designation of the post

PERSON SPECIFICATION – Food & Beverage Supervisor

	Essential Criteria	Desirable Criteria
Key Skills and Abilities	<p>Strong communication skills both in-person and in writing, in order to build effective working relationships with staff and customers.</p> <p>Able to work on own initiative, as well as within the team environment.</p> <p>Quick thinking and able to problem solve in order to meet the customer's needs.</p> <p>High standards of cleanliness.</p> <p>Self-motivated.</p>	
Education and Qualifications	<p>Good standard of education with good written English.</p>	
Knowledge	<p>Knowledge of food hygiene and food safety practices, as well as an understanding of key allergens.</p> <p>Familiarity of health and safety regulations.</p>	
Experience	<p>Experience (past or present) of working in a supervisory capacity.</p> <p>Experience of working in a frontline customer facing role.</p>	<p>Experience in the Hospitality sector, whether it be in restaurant trade, events, public house/bar.</p>
Personal Attributes	<p>Passion for providing excellent customer service.</p> <p>A positive 'can do' attitude.</p> <p>Able to plan ahead and prioritise workload accordingly.</p> <p>Ability to successfully multi-task.</p> <p>A flexible approach to work and working hours, to meet hospitality requirements.</p> <p>To be in good health and reasonably fit.</p> <p>Friendly and polite manner.</p> <p>Enthusiastic & hard working.</p>	
Other	<p>We are looking for someone who thinks customer first. They are able to deliver fantastic customer service and are prepared to go the extra mile to ensure our guests' expectations are exceeded. A good work ethic and proactive attitude is required, along with the ability to clearly communicate with staff and customers.</p>	

The Civic Centre, Uckfield caters for many different functions including live music, shows, special weekend events, Afternoon Teas, Dinner & Dances, evening meetings, parties, themed restaurant evenings and Celebrations of life.