

JOB DESCRIPTION

Job Title:	Assistant Food Services Manager	Date Reviewed:	Sept 2017
Reports to:	Food Services Manager		
Principally relates to:	Food Services Manager, Head Chef, Catering Staff, customers and suppliers.		
Purpose of the role:	Responsible for assisting the Food Services Manager in the delivery of food services across the site. Take the lead in ensuring an excellent front of house visitor experience. In the absence of the Food Services Manager ensure the café operates smoothly on a day to day basis.		

Main Areas of responsibility:

Staff

- Prepare the staffing rotas for the kitchen and front of house for approval by the FSM in a timely manner, ensuring that any changes are communicated effectively.
- On a daily basis, ensure that staff are correctly allocated, monitor demand/flow and make timely staffing adjustments to meet operational needs and customer demands, ensuring changes are communicated effectively.
- Assist with the recruitment and management of cafe staff, ensuring they are appropriately trained and developed and that skills and abilities are deployed for optimum performance.
- Deal with routine staff enquiries or administrative matters e.g. holiday requests, absence notifications etc., ensuring that records are updated and the FSM advised of any significant events.
- Assist in ensuring all staff follow set procedures and guidelines and are presented in a professional manner.

Food Services

- Be the first point of contact for requests for food services e.g. corporate events, birthday parties, ad hoc meetings etc. Co-ordinate with the Head Chef and FSM as appropriate, maintain bookings diary and ensure effective delivery of service.
- Assist with menu content and design for the café, nursery, museum programmes and corporate catering needs.
- Ensure that birthday parties and similar events are effectively catered for and that all resources are available for their delivery including ordering supplies.

Delivery

- Promote and maintain high standards of Café presentation, ensuring a welcoming, clean, safe and hygienic environment and that all nursery and corporate catering services are transported safely and served professionally.
- Maintain high standards of personal presentation and personal hygiene.
- Be the primary contact for customer complaints/feedback, including monitoring Trip Advisor and other social media, take appropriate action and keep the FSM informed of significant events.
- Regularly check that all areas are adequately stocked with only in-date products, removing out of date or unfit stock immediately. Keep wastage to a minimum.

Stock control

- Ensure that in the absence of the Food Services Manager, stock items are available.
- Regularly conduct stock audits and investigate any discrepancies.
- In the absence of the Food Services Manager cross check all delivery notes and invoices, ensure they are accurately entered onto the system and monitor budget, investigating any anomalies and report to the FSM as appropriate.

Health & Safety

- Observe health, safety and hygiene procedures so that the risks to the health and safety of staff and visitors are minimised.
- In the absence of the Food Services Manager, ensure that the kitchen and catering areas are maintained in a safe and effective manner at all times.
- Ensure that all front of house areas are kept clean and tidy, with a thorough daily clean.
- In the absence of the Food Services Manager, ensure that deliveries are scheduled effectively, received and stored in accordance with health and safety requirements.

Other duties

- Ensure all aspects of security procedures are enforced and adhered to.
- Carry out other duties as and when required that are commensurate with the position of Assistant Food Services Manager.
- Provide cover in the deli bar in emergencies

Special features

- Hours may be worked over a seven day week, with peak periods during school holidays, when there will be limited flexibility to take time off.

Details of education required and qualifications needed: -

- Five Grade C or equivalent including English and Maths
- Level 2 in Food Safety, willing to be qualified to Level 3
- Qualified or willing to be qualified in First Aid
- Qualification in hotel and catering management desirable.

Details of special skills/experience/aptitudes needed:

- Experience within a similar environment essential and excellent customer experience focus
- Supervisor experience beneficial
- Flexible and willing approach
- Excellent personal presentation and personal hygiene standards
- Excellent communication skills
- Good team player
- Self-motivated, ability to effectively prioritise tasks
- Calm under pressure and able to organise and deal with multiple tasks, allocate work effectively and respond quickly to changes in demands
- Ability to use email, word and spreadsheets