

GREAT DIXTER CHARITABLE TRUST

Job description

Deputy Catering Manager

Reports to: Catering Manager

Location: Great Dixter House and Gardens

One year Fixed Term contract: 12 months commencing as soon as possible
Full time - 40 hours a week – 8am to 5pm Monday to Sunday

Key relationships: Catering Manager, Head Gardener, Senior Management Team and all staff and visitors

Salary: £26,500 p.a.

1.0 Purpose of the post

To assist the Catering Manager in managing the daily operations of the Loggia Café, including scheduling staff, training employees, ordering supplies, monitoring finances, preparing food, contributing to the development of seasonal and daily specials and maintaining a clean and inviting environment. Also, to assist with other Great Dixter catering events as necessary, e.g. symposia. The Deputy Catering Manager will also nurture customer relationships, resolve issues, and strive to create a popular and reputable café.

The Deputy Catering Manager will be expected to deputise for the Catering Manager in her absence, both front and back of house.

2.0 Duties and Responsibilities

1. Managing the day-to-day operation of the café.
2. Onboarding new staff and baristas.
3. Training employees on drinks and food preparation. This includes ensuring the correct use of coffee equipment.
4. Training and applying excellent and positive logistical procedures to all that is done.
5. Ensure all kitchen equipment is properly and regularly maintained.
6. Ensure all areas are kept clean and tidy throughout the day. This includes the Kitchen and all customer areas.
7. In conjunction with the Catering Manager, the Deputy Catering Manager will train all staff at the start of the season. Thereafter, it will be the responsibility of the Deputy Catering Manager to ensure that high standards are maintained by all staff throughout the season. The Deputy Catering Manager will lead by example and deliver further training to staff if required.
8. To be fair and professional in all interactions with staff.
9. To ensure all health and safety records are kept up to date and checked at the beginning and end of each shift by management and/or supervisors. This includes cleaning rotas/food temperatures and fridge temperatures. This applies not just to when the café is open, but also when food is being prepared and/or stored out of hours.
10. To undergo First Aid training, and to ensure that one qualified First Aider is on site at the café during each shift.

11. To be responsible for compiling the staff rotas in the absence of the Catering Manager, ensuring that staffing levels are adequate for the time of the season and taking into account coach bookings. Also, to ensure time sheets are accurately completed, checked and submitted weekly to the Catering Manager.
12. To check food stock and food spoilage daily to ensure compliance with HACCP.
13. Administrative duties including answering and resolving customer complaints and concerns in person, by phone and by email in a professional manner.
14. Completing tasks as assigned including but not limited to new product research /product development and cost comparisons.
15. To stand in for colleagues and undertake any other reasonable duties as requested.
16. Assist with general catering events, symposia, and non-seasonal hospitality at Great Dixter.
17. To carry out additional training as required e.g. COSSH and HACCP
18. To act in accordance with the Organisation's health and safety procedures.
19. To represent the Organisation in any published information within agreed guidelines.
20. To follow the Trust's sustainability policy in the exercise of all duties.

Great Dixter Charitable Trust

Person Specification: Deputy Catering Manager

The following outlines the criteria for this post.

Experience	Previous and recent catering experience, both front and back of house
Skills and Abilities	Able to motivate and lead a team Solid organisational and time management skills, with the ability to manage multiple priorities and deadlines Excellent interpersonal skills with a positive attitude towards all stakeholders Self motivated with a solution-oriented approach
Qualities	A can-do attitude Ability to work on own initiative and as part of a small team Able to identify opportunities and develop solutions Confident dealing with the public
Other	Be willing to undertake further training as necessary. Able to work weekends and Bank Holidays