



JOB DESCRIPTION & PERSON SPECIFICATION
For the role of: FOOD AND BEVERAGE MANAGER

How to apply	To apply for this position please email the following documents to the Managing Director at keith.southwell@lappavalley.co.uk or post to Recruitment, Lappa Valley, St Newlyn East, Cornwall, TR8 5LX. <ul style="list-style-type: none"> Completed application form
Selection methods and offer	Lappa Valley will acknowledge your application. Shortlisting will be done by reviewing the evidence presented in your application against the key requirements set out in the box at the bottom of the Job Profile. Any offer of appointment will be subject to satisfactory clearances including employment references.
Arrangements for Interview	Expenses incurred during the recruitment process will not normally be reimbursed. Please let us know if you have any particular requirements if you are invited for interview.
Reserve lists	If we receive applications from more suitable candidates than we have vacancies for we may hold applicants on a reserve list for 12 months and future vacancies requiring similar skills and qualities could be offered to candidates on the reserve list without a new competition.
Closing date	The closing date for applications is Tuesday 26 January 2021
Alternative formats	If you wish to receive a hard copy of the information please telephone 01872 510317 or email keith.southwell@lappavalley.co.uk . If you cannot apply online please post applications to Recruitment, Lappa Valley, St Newlyn East, Cornwall, TR8 5LX.
Indicative recruitment timeline	Advert closing date is Tuesday 26 January 2021 Shortlisting commences Wednesday 27 January 2021 Selection stage, including interview Early February 2021 Successful candidate start date mid March 2021 (to be agreed)

Terms, conditions and benefits

Appointment term	Permanent, subject to the completion of a probationary period of 6 months. Notice period following probation period, 1 month.
Place of work	Lappa Valley (and all associated sites)
Work arrangements	Full Time. Must be able to travel to all Lappa Valley sites as required.
Salary range	Competitive, dependant on experience.
Pension	Defined contribution scheme for all eligible staff.
Annual leave	28 days including public and bank holidays.
Uniform	The company will supply an itinerary of uniform and essential PPE on an annual basis. Any additional requirements outside of the defined itinerary must be supplied by the post holder.
Meal breaks	Due to the nature of the work, it may not be possible to have a meal break at the same time every day, however there is an entitlement of a 30 minute unpaid break.

Other benefits	<ul style="list-style-type: none"> • Complimentary entry to Lappa Valley for post holder + 3 guests • Discounted food and drink from our catering outlets • Discount in the gift shops (excludes certain items) • Complimentary entry to a number of member tourist attractions in Cornwall • Subject to length of service, eligibility to join the ATOC scheme for discounted national rail travel
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JOB PROFILE

This section is divided into two sections, the job description and person specification.

Part I: Job description

Job title	FOOD & BEVERAGE MANAGER
Reporting to	Managing Director
Contract type	Permanent – Full time
Working times	Working times vary dependant on the operational needs of the company. This will be up to 45 hours per week including some evening, weekend and bank holiday work.

Job purpose

This role contributes to the success of Lappa Valley by ensuring the safe, efficient and profitable operation of the companies food and beverage outlets.

The successful candidate will be able to forecast, plan and manage all F&B orders, staff and finance. The goal is to maximize sales and revenue through customer satisfaction and employee engagement.

Key accountabilities

1. Manage and play an active role in the day to day F&B operations of the business working within budgeted guidelines and to the highest standards.
2. Strive to deliver and preserve excellent levels of visitor service.
3. Identify visitors needs and respond pro-actively to any concerns.
4. Lead the F&B team by attracting, recruiting, training and appraising talented personnel.
5. To think creatively with new ideas to maximise visitor satisfaction and revenue.
6. Planning and implementing staff rotas.
7. Negotiating with existing suppliers, making new contacts and ordering supplies.
8. Establish targets, KPI's, policies, procedures and schedules.
9. Planning and designing menus for regular service and special occasions.
10. Provide a two way communication and nurture an ownership environment with an emphasis in motivation and teamwork.
11. Ensure that all health, safety and hygiene regulations are strictly observed, recorded and achieved.
12. Report on management regarding sales results and productivity.
13. Have a good working relationship with other heads of department

This job **is suitable** for someone who enjoys working as part of a team, has a can-do positive attitude delivering outstanding customer service in a range of challenging, physical environments.

Part 2: Person specification

Attributes	Essential	Desirable
Education	<ul style="list-style-type: none"> - Educated to GCSE or equivalent level in Maths - Educated to A level in a culinary qualification - Food hygiene level three (supervising food safety) certification. 	<ul style="list-style-type: none"> - Degree level education in food service management or related field
Knowledge, skills and experience	<ul style="list-style-type: none"> - Previous experience of working in a F&B environment at management level - Management of staff - Financial management - Effective decision-making - Able to lead and develop teams - Effective communication skills (verbal and written) - Visitor orientated and service minded - Working knowledge of various computer programmes (MS Office, Restaurant / POS management software). 	<ul style="list-style-type: none"> - Previous experience working in a tourist attraction F&B environment. - Previous experience working in a kitchen as chef or sous chef.
Personal qualities	<ul style="list-style-type: none"> - Strong interpersonal skills - Able to absorb pressure and work calmly - Initiative - Able to work autonomously as well as managing a team - Able to work flexibly (time and tasks) - An affable persona 	
Other	<ul style="list-style-type: none"> - The role is physically demanding in a number of challenging environments. - Valid driving license (inc CAT B) - The role requires evening and weekend work as well as public / bank holidays. 	<ul style="list-style-type: none"> - Own transport - Clean driving license