



## JOB DESCRIPTION – FOOD AND BEVERAGE MANAGER

### PART 1 - TERMS CONDITIONS & BENEFITS

<b>Appointment Term</b>	Permanent, subject to the completion of a probationary period of 6 months. Notice period following probation period 2 months.
<b>Place of work</b>	Lappa Valley (and all associated sites)
<b>Work arrangements</b>	Full time, must be able to commute without reliance on public transport to Lappa Valley.
<b>Salary Range</b>	Competitive, DOE
<b>Pension</b>	Defined contribution for all eligible staff
<b>Annual Leave</b>	28 days (including public and bank holidays) pro rata.  Due to the operational requirements of the business, we ask that annual leave is not taken in August, over the easter weekend, and the week leading up to Christmas.
<b>Uniform</b>	The company will supply an itinerary of essential uniform and PPE on an annual basis. Any additional requirements outside of the defined itinerary must be supplied by the post holder.
<b>Other benefits</b>	<ul style="list-style-type: none"> <li>• Complimentary entry to Lappa Valley for post holder + 3 guests.</li> <li>• Complimentary entry to other participating attractions for post holder + 1 guest</li> <li>• Discounted food and drink from all F&amp;B outlets on park during working times.</li> <li>• Discounted items from our gift shops.</li> <li>• Subject to length of service, eligibility to join the ATOC scheme for discounted national rail travel. (<i>available after 12 months service</i>)</li> </ul>

### PART 2 - JOB DESCRIPTION

<b>Job Title</b>	Food and Beverage Manager
<b>Reporting to</b>	The Directors of Lappa Valley
<b>Contract type</b>	Full time (permanent / 40hrs per week)
<b>Working Times</b>	Working times vary dependant on the operational needs of the company. The role will require regular weekend, bank holiday and occasional evening work.
<b>Financial Responsibility</b>	Responsible for a gross income of £800-900k per annum and associated expenditure.
<b>Line Management</b>	Responsible for a staff team totalling approximately twenty staff across both front of house and kitchen teams that cover two outlets: The Engine Shed and The Crib Hut.  Direct reports include the Kitchen Lead and Front of House Lead
<b>Areas of Impact</b>	<ol style="list-style-type: none"> <li>1. Leading and managing Lappa Valley's food and beverage operation, ensuring commercial success.</li> <li>2. Design and delivery of an exceptional and consistent food and beverage offer that supports the high-quality visitor experience within one of Cornwall's leading tourist attractions.</li> <li>3. Manage and develop your team to meet their full potential, involving them in menu development.</li> <li>4. Achieving and exceeding stretching financial targets, including the effective management of food, energy and wage costs.</li> <li>5. Manage risk and ensure compliance with food safety regulations while maintaining consistently high standards of cleanliness and presentation.</li> </ol>

	<ol style="list-style-type: none"> <li>6. As a departmental head you will be part of a team responsible for the operation of the visitor business and will contribute towards and deliver relevant parts of the Business Plan.</li> <li>7. Oversee and supervise contractors as necessary.</li> <li>8. Support events, programming and engagement at Lappa Valley.</li> </ol>
<b>Internal / External Relationships</b>	The senior management team at Lappa Valley, the wider team of staff, directors and visitors. Suppliers, contractors and partner organisations
<b>What you will deliver</b>	<p><b>Leading for a high-quality offer:</b> Work with the Kitchen Lead to develop and maintain a high-quality, relevant menu that both meets the needs of and exceeds the expectations of our audience.</p> <p>Lead by example in developing a culture of exceptional service – both internal and external - in line with the Lappa Valley values.</p> <p><b>Leading your team:</b> You will create a great environment for your team to work in. Recruiting, inducting, leading, managing and developing talented individuals then coaching and mentoring them to succeed. Setting clear expectations for all roles you will use clear measures to evaluate individual and team performance.</p> <p>You will ensure effective communication and teamwork in both The Engine Shed and The Crib Hut.</p> <p>You will ensure that all team members have relevant training and development in food hygiene, allergens etc.</p> <p><b>Financial performance:</b> Work with the Managing Director – along with your own team - to develop and set stretching but achievable financial targets, both for income and expenditure.</p> <p><b>Developing the business:</b> Seek out opportunities and ideas from your team, the wider Lappa team and visitor feedback to develop new initiatives, input into the events programme and be proactive in maximizing commercial and any partnership opportunities.</p> <p>Lead on the development and implementation of project work relevant to F&amp;B as required.</p> <p><b>Compliance and food safety:</b> You will ensure we are compliant with all relevant food safety and health and safety regulations and everything else necessary to retain a 5* food hygiene rating.</p> <p>You will identify and manage/minimize risk across the food and beverage offer, developing risk assessments as necessary.</p> <p><b>Sustainability:</b> Source ingredients and products locally and ethically in line with our Values. Consider energy usage when developing menus.</p> <p><b>Be part of the Lappa Valley team:</b></p> <ul style="list-style-type: none"> <li>• Act in accordance with, lead by example and deliver on of the Lappa Valley Employee Handbook.</li> <li>• Anything else as reasonably requested by the directors.</li> </ul>

## PART 3 – PERSON SPECIFICATION

Attributes	Essential	Desirable
<b>Education</b>		<ul style="list-style-type: none"> <li>BTEC or City and Guilds Level 4, or equivalent experience.</li> </ul>
<b>Knowledge, Skills / Experience</b>	<ul style="list-style-type: none"> <li>Minimum five years' experience in successfully leading and managing a Food and Beverage outlet, including experience working in front of house and kitchen environments.</li> <li>Strong IT skills including MS office.</li> <li>Significant experience of managing a large team within a hospitality environment.</li> <li>Significant knowledge of food and beverage best practice.</li> <li>Track record of strong leadership and people management skills.</li> <li>Experience in delivering high standards of service and leading others to do so.</li> <li>Experience in developing and implementing menus incorporating locally sourced fresh produce to suit a predominantly daytime offer.</li> <li>Track record of assessing and managing risk within a food and beverage operation.</li> <li>An in-depth understanding of food safety, allergen and health and safety compliance.</li> <li>A track record of business development within a similar setting, planning and delivering stretching budgets and actively listening to customer feedback.</li> <li>Able to respond to varying pressures and difficult situations.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working with and managing external contractors.</li> <li>Experience in interrogating data and insight to develop restaurant/cafe concepts, menus and service.</li> <li>Prior experience working in the tourism and leisure sector</li> </ul>
<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>Strong interpersonal skills.</li> <li>Strong financial acumen.</li> <li>Able to absorb pressure and work calmly.</li> <li>Good initiative.</li> <li>Effective communication skills (both written and verbal)</li> <li>Able to work flexibly (both in time and tasks)</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>Valid full UK driving license (CAT B)</li> <li>This role requires flexibility to working weekends and public holidays</li> </ul>	