Leeds City College

THE FOOD ACADEMY
AT FLANNELS

Job Description

Job Title:	Assistant Restaurant Manager
Location:	Food Academy at Flannels
Vacancy Ref No:	CUR035
Salary:	Fixed Point 10 - £16,356

REPORTS TO:
Commercial Manager

STAFF RESPONSIBILITIES FOR:
All Front of House staff

Job Purpose:
To manage the restaurant, developing and motivating the Front of House team to achieve high standards of customer satisfaction. As part of the Management Team, to contribute towards policies, procedures, to provide support to other departments to co-ordinate and manage other projects

SUMMARY OF DUTIES AND RESPONSIBILITIES:

Standards:

- To assist with setting and implementing the agreed standards of service at all times.
- To supervise the running of the restaurant on a regular basis
- To remain customer focused at all times and ensure the team place customer satisfaction as their top priority
- To achieve departmental objectives in conjunction with the business plan
- To ensure that all equipment in the department is used correctly, maintained and cleaned properly, and that staff are appropriately trained.
- To ensure that all special requests for guests are carried out and that associated heads of department are notified accordingly

Personnel and Training:

- Management of all Front of House staff
- To control and organise staffing levels in accordance with the needs of the business, appointing contract and casual staff, as appropriate

- To assist with the interviewing and recruitment process of Front of House staff
- To carry out induction training for all new members of staff, ensuring their complete familiarisation with all systems and their ability to carry out their tasks
- To ensure on-going staff training is maintained
- To carry out appraisals and oversee all casual staff appraisals
- To deal initially with problem areas that may arise in the department
- To maintain and manage staff holidays and absenteeism, including return to work interviews
- To monitor and control weekly time sheets and completed within agreed times
- To ensure that all casuals staff are correctly appointed and all necessary records are kept
- To motivate and encourage staff to achieve maximum productivity
- To ensure effective lines of communication are maintained with staff and colleagues, through meetings and briefings

Administration:

- To ensure that all consumable stock levels are in line with anticipated volume of business
- To control all Restaurant linen and laundry ensuring all items are accounted for and duly dispatched for cleaning
- Responsible for staff wages on a monthly basis in line with budget requirements
- To look, research and purchase all new equipment for the department in line with budget requirements
- To oversee and co-ordinate all uniforms requirements for the department
- To buy and maintain an adequate stock of crockery, cutlery, glassware and disposable items in line with budget requirements
- To carry out regular stock checks of all items and keep accurate records
- To maintain written reports on restaurant occupancy and passed on to Head Office, Finance and Sales & Marketing, commenting on major increases or shortfalls
- To ensure that cleaning and maintenance schedules are up to date
- To attend Catering Meeting weekly and Management Meeting monthly
- To carry out Departmental meetings monthly
- To maintain close supervision of contractors / tradesmen working in the department to ensure that their work has been satisfactorily completed

- To keep accurate records of all orders, delivery notes and invoices, processing invoices as per the agreed standards

- To be responsible for the Food Academy at Leeds objectives

- To maintain a customers mailing list and informing on a regular basis new menus, special events and promotions

General

1 Co-operate in any staff development activities required to effectively carry out the duties of the post and to participate in College staff review and development schemes.

2 Compliance with all College policies and procedures.

3 To comply with all current legislative and regulatory requirements at all times.

4 To promote a positive image of the College.

5 Any other duties commensurate with the level of the post, which may be required from time to time.

NOTES:

Safeguarding Children and Vulnerable Adults
Leeds City College has a statutory and moral duty to ensure that the College functions with a view to safeguarding and promoting the welfare of children and young people studying at the College. The post holder will be required to commit to the College child protection policy and promote a safe environment for children and young people learning within the College. All posts are subject to enhanced Criminal Records Bureau disclosure, however, having a criminal record will not necessarily bar you from working with us, this will depend on the nature of the position and the circumstances and background of your offences.

Equality and Diversity

All employees of Leeds City College are required to promote equality and diversity in all aspects of the job. Specifically the job holder will be required to support the College to meet the General Equality Duty under the Equality Act 2010 to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

The protected characteristics are: Age, Disability, Gender, Marriage/Civil Partnership, Pregnancy/Maternity Leave, Race, Religion or Belief, Sex, Sexual Orientation.

Health and Safety
It is the responsibility of all employees to co-operate with the College management in meeting the objectives of providing a healthy and safe place of work. Therefore all staff must carry out their work with reasonable care for the health and safety of themselves and other people. Accidents or near misses must be reported and safe working procedures must always be followed.

1. Duties will inevitably develop and change as the work of the College changes to meet the needs of our service. Employees should therefore expect periodic variations to job descriptions, Leeds City College reserves this right. This job description will be supplemented on a regular basis by individual objectives derived from College strategies.
2. Where an applicant or existing employee is, or becomes, disabled (as defined by the DDA) and informs the College fully of their requirements, reasonable adjustments will be made to the job description wherever possible.

GENERAL TERMS AND CONDITIONS OF POST	
Working Hours:	37 hours per week over 5 days (includes weekends)
Probation Period:	Ten Months subject to periodic reviews
Special Conditions of the Post:	

Job Description	
Compiled By:	Leeds City College
Compilation Date:	2009

Leeds City College

Person Specification

Job Title:	Assistant Restaurant Manager
Location:	Food Academy at Flannels
Vacancy Ref No:	CUR035
Summary of Duties & Responsibilities:	To manage the restaurant, developing and motivating the Front of House team to achieve high standards of customer satisfaction. As part of the Management Team, to contribute towards policies, procedures, to provide support to other departments to co-ordinate and manage other projects

Qualifications & Attainments

1. English and Mathematics at Level 2 or above
2. Level 2 Award in Food Safety and a willingness to progress to Level 3
3. Trainer on Job Certificate, or Craft Trainer

Experience & Knowledge

4. Proven track record in similar environment with supervisory experience
5. Craft trainer or similar
6. Knowledge of wines and spirits
7. Computer literate
8. Knowledge of Health and Safety, Manual Handling, COSHH
9. Knowledge of EPOS system

Skills & Competencies

10. Customer Care Skills
11. Excellent Communication Skills
12. People Management Skills
13. Organisational Skills
14. Understanding of Business Plan

Values & Ethos

15. Commitment to the College's support and promotion of Equality and Diversity.
16. Committed to child protection and the promotion of a safe environment for children and young people to learn in.

Personal Qualities

17. Smart appearance, well presented
18. Charismatic
19. Polite, pleasant and good manners
20. Empathetic

Work Circumstances

21. Able to work evenings, Public holidays