ENGLISH HERITAGE

Job Title: **Food & Beverage Manager**

Location: **Framlingham Castle**



ABOUT FRAMLINGHAM CASTLE

Framlingham is a magnificent late 12th-century castle. Surrounded by parkland and estates, it was once at the centre of a vast network of power and influence.

Today the site welcomes c.93,000 visitors a year to explore its rich history and find out more about its journey from a Norman powerhouse to a 17th-century home for the poor, as well as enjoy the spectacular views of the Framlingham mere and surrounding countryside from the magnificent wall walk. There is a shop, a café and the site also host an event programme. You will be responsible for managing the food and beverage business through leading your team from the front to deliver c.£200,000 income p.a.

EVERYONE'S WELCOME

We are passionate about ensuring we are an organisation where everyone is valued, respected and supported for their unique contributions, this is why we put Equality, Diversity and Inclusion at the heart of how we innovate, inspire and involve the diverse communities we serve.

WHO WE ARE

English Heritage cares for over 400 historic monuments, buildings and places. Through these, we bring the story of England to life for over 10 million visitors each year. By joining us you'll be playing a vital role in looking after some of the greatest places in England so that they can be enjoyed today and for generations to come.

WE'RE FLEXIBLE

We are dedicated to the wellbeing of our employees. We recognise that people might have different needs to enable themselves to work at their best and balance both their life and work. We will actively support you to find the balance which enables you to thrive.

WE'RE DISABILITY CONFIDENT

We are positive about disability, committed to providing equality of opportunity and are proud to be part of the Disability Confidence Scheme, so if you have a disability, we would be happy to discuss reasonable adjustments that you might need, either as part of the application process, or the job itself.

ENGLISH HERITAGE

AS PART OF THE TEAM, YOU WILL:

People

- recruit, train and develop your team to deliver agreed service standards and drive sales performance.
- agree and monitor Performance Development Reviews.
- adopt a coaching and mentoring management style.
- plan and schedule shifts to meet the needs of your café(s) and staff through costed rotas.

Finance

- contribute to budget setting, monitor and achieve income and expenditure targets.
- follow all English Heritage financial procedures.
- ensure stock and sales transactions are recorded through Electronic Point of Sales (EPoS).

Compliance

- comply with health and safety legislation, including food safety, allergen labelling, COSHH and HACCP legislation.
- follow licensing regulations.
- maintain and record high standards of food safety management in accordance with Food Hygiene regulations delivering 5* EHO scores.
- complete food and beverage risk and COSHH assessments and input into your site's overall high priority risks.
- deliver team training and maintain training records.
- be responsible for cash handling procedures.

Visitor Experience

- lead your team to deliver an exceptional visitor experience.
- develop appropriate seasonal menus, dishes and products unique to the site.
- champion the recruitment and retention of English Heritage members.

Stakeholder Relations

- maintain positive relationships with key internal and external stakeholders and act as ambassador for English Heritage.
- source suppliers in line with our policies in environmental sustainability and ethical sourcing.
- provide expertise to inform our Site Investment Programme on project teams when required.

Operations

- oversee the planning and management of all food and beverage activity on-site in all permanent and pop-up locations.
- support food and beverage management in your territory.
- ensure wastage and stocktake policies and procedures are followed.
- oversee the maintenance of equipment.
- monitor operational processes and policies and identify areas for improvement that will enhance the food and beverage operation.
- lead the development and delivery of food and beverage outlets at events.

ENGLISH HERITAGE

WHO WE ARE LOOKING FOR:

We're looking for someone who has experience of:

- working in a leadership role in a food and beverage operation.
- leading a team to deliver consistently high standards.
- generating profit by meeting revenue targets and controlling costs.
- working to HACCP, Food Safety, allergen and labelling legislation, with a full understanding of health and safety in a food and beverage environment.

You must be:

- an effective communicator with the confidence and ability to represent the charity.
- committed to continuous personal development.
- experienced in stakeholder management.
- qualified to Level 2/3 Food Hygiene standard and a personal licence holder.

You must demonstrate our core behaviours of collaboration (how you work with others), innovation (how you work through change, developing new ideas and ways of working) and empowerment (how you make decisions and get things done) by:

- being a visible leader who inspires and motivates employees and volunteers.
- using a coaching style which develops high-performing teams and individuals and which challenges those who are underperforming.
- being committed to the vision and the values of our charity.
- being articulate and presentable.
- role modelling high standards of integrity for everyone in your team.

WHAT WE CAN OFFER YOU:

- a comprehensive programme of induction and training including visitor experience, H&S, risk management, first aid, level 3 food safety*, level 2 HACCP*, salvage training.**
- level 3 and level 5 management apprenticeship schemes.
- Craghoppers uniform.
- tangible diversity and inclusion initiatives.
- employer matched pension contributions up to 10% (which can be paid by salary exchange) and life cover.
- 25 days annual leave allowance plus public holidays pro rata, rising to 28 days after 3 years' service, plus holiday purchase scheme.
- generous maternity/adoption/parental pay.
- parental leave/flexible working requests.
- employee assistance programme/occupational health service/free eye tests.
- free admission to EH properties/discounts in EH shops, cafes, holiday cottages and concerts.

*training for our managers with responsibility for F&B outlets

**training for our managers with responsibility for collections

Step into England's story