



Position:	Retail & Cellar's Supervisor
Reporting to:	Executive Director / Catering Manager
Responsible for:	Coordination of site-specific general business and administration duties
Contract type:	Permanent
Hours of work:	40 hours per week, 5 days out of 7.

About the role

Working in conjunction with the Management Team maintaining consistent operational standards across all mediums of race day and non-race day retail and bar operations at Southwell Racecourse. Develop operational service standards for the retail and bars across the site demonstrating innovation, flair and creativity in keeping abreast of industry and competitor standards and showcasing best practice at Southwell Racecourse.

Responsible for effective and efficient supervising of the operating staff towards direct customer satisfaction and consequent financial success.

Leading from the front with a hands on – can do approach to developing the site offer and personnel. An initiator and custodian of brand standards with a keen eye for detail and process application.

Working within agreed commercial parameters (in collaboration with the Catering Manager) with primary responsibility for the improvement of labour efficiency through training and team development.

Leading the event management team in the planning and efficient delivery of all race day and non-race day events provision on site.

To ensure liaison with all relevant departments is delivered to correct deadlines to ensure high quality of service and customer satisfaction.

Key responsibilities for the role will include

- To personally lead from the front, demonstrating proactive techniques in the efficient operation of the site within agreed budgetary parameters.
- Undertake reviews of all direct report personal development plans reviewing aims and objectives on a quarterly basis.
- Work closely with the Head Chef in the development of the site food and beverage strategy document in order to maintain planned cost of goods.
- Maintain and monitor site health and food safety documentation and team training.
- Lead all volume operations and take personal accountability for the support of key account client requirements in both the planning and execution of events.
- Assist in the development and implementation of a coherent strategy for all areas of the catering & event business. This is to include the maximisation of the revenue and profitability

through growth potential of all the commercial operations consistent with the broader objectives of the Group.

- Review and develop Standard Operating Procedures and processes to maximise value for the customer and the business.
- Minimise staff turnover through positive and inclusive supervision of the team, encouraging input, managing fairly, celebrating success and encouraging development.
- Build and exceed customer expectations. Match products/services to customer needs through the development of analysis of customer feedback.
- Ensure that management and audit reports are analysed and that appropriate action is taken to improve performance.
- Develop operational strategies to ensure seamless, planning for all new catering operations and services.
- To constantly seek new opportunities for profitable use of facilities towards increased customer satisfaction and growth.
- To communicate effectively with the marketing team in ensuring promotional literature reflects the product.
- Train the retail & bars team in common core skills identified through site Standards Operation Procedures.
- Monitor and maintain operational standards through daily site inspections and check lists.
- Co-ordinate and deliver all administrative tasks as required for race day and non race day events.
- Delivery of events to include the retail catering provision for race day and non race day events.
- To brief staff prior to events and ensure relevant paperwork is completed.
- To handle any customer complaints in a professional and efficient manner.
- To deal with any customer enquiries which may lead to further sales or bookings for Southwell Racecourse.
- Ensure that team members are well presented and behave in a professional manner at all times.
- To promote interdepartmental communication and liaison with all areas of the racecourse at all times.
- To meet and greet clients in a professional manner as and when required during events and race days acting as an ambassador for Southwell Racecourse.
- Liaise with outside contractors and clients to ensure that they adhere to racecourse policies.
- Ensure that you, other staff and clients work in accordance with the company's health and safety policy.
- To complete close down checks on all event areas on site each day.
- Adhere to Company policies and procedures.
- Undertake other reasonable duties in line with business demands.

HEALTH AND SAFETY:

- To lead from the front and communicate effectively with the teams on all relevant matters of Health and Safety.
- To observe all legal/company requirements in respect of industrial accidents, fire regulations, health, hygiene, safety and first aid.
- Ensure upon your management walk around that overall environment is free from hazards and risks at all times.

- To ensure all accidents and near misses are reported in the accident book, together with completion of the company report.
- To ensure that all Risk Assessments and Safe Systems of Work relating to event areas are up to date at all times.
- Ensure compliance with all statutory, health and safety and food hygiene regulations and those laid out in the Company Food Safety System.
- To be an ambassador for the Company's environmental policy, encouraging recycling and energy saving in all areas within remit.
- Through working in conjunction with the Head Chef to ensure responsibilities are met in terms of Environmental Health in back of house areas.
- Health and Safety Group attendance.

FINANCIAL:

- To create the relevant annual budgets in cooperation with the Catering General Manager and Catering Accountant.
- To support the Catering General Manager in the full accountability for the operation, including financial accountability for profit and loss account, balance sheet and for driving greater cash contribution. Responsibility for exceeding financial targets, operational objectives and customer satisfaction targets through the control of related resources including spends per head, gross margins, product cost, fixed and variable labour rotas, stock holdings and stock turnover, direct costs.
- Coordinate and direct teams in planning & delivery for race day and non race day events to exceed customer demands and achieve the business objectives both financial and in standard of delivery.
- Introduce and lead cost control measures to manage and minimise expenditure.
- In conjunction with financial management ensure all cash handling procedures are strictly adhered to within the remit.
- With the support of the Staffing Manager, oversee the employment and management of permanent and casual staff through cost-efficient rostering and annual appraisals.
- In liaison with the Staffing manager to arrange training for permanent and casual staff as appropriate. Ensuring that all operational employees receive adequate and appropriate training, feedback and performance development to maximise productivity and job satisfaction, encouraging Positive Attitudes.
- To communicate Southwell Racecourse targets and ensure initiatives are put in place to attain and maintain these targets.
- Promote equality and diversity initiatives within all areas of responsibility.
- To ensure that all stock is controlled, secured and kept tidy.
- To ensure stock management is being adhered to at all times.
- To ensure all revenue is captured and charged where appropriate.

OTHER MANAGEMENT RESPONSIBILITIES:

- Lead by example, making an effective contribution to the department by timely & appropriate communication, able decision making and relevant deployment of resources.



- Drive cultural change and precise operational delivery improvement.
- Promote equality and diversity initiatives within all areas of responsibility.
- To accept licensee and key holder responsibilities as required.
- Ensure information regarding catering services available to customers is accessible and communicated effectively to all casual and permanent staff across the site to ensure customer queries can be answered.
- To ensure the accuracy of all information and respect its confidentiality.
- Maintain high standards of customer care, both to internal and external customers and be aware of action plans for each.
- To be a valued member of the team helping and advising colleagues where required, promoting the image of the Racecourse and that of the company at all times through a positive approach.
- Be familiar with all emergency procedures and act positively both in the event of an emergency and to prevent one.
- To remember and remind others that we are all sales people and to be proactive wherever possible to generate enquiries and sales leads for future business.
- To complete monthly and weekly stocktakes for both liquor and disposables
- Ensure that all liquor and disposable stock is ordered, checked and all invoices signed off in accordance to company procedure
- To ensure each outgoing invoice generated is prepared and checked, ensuring there are no errors and to liaise with the Commercial department
- To take in deliveries, store in stockrooms using first in first out, adhering to health and safety

PERSON SPECIFICATION:

Qualifications:

- GCSE Grade C (equivalent) or above in Maths and English.
- Computer literate.
- Level 3 Food Safety Qualification.
- Personal Licence.

Experience:

- Proven track record and experience in a similar role.
- Knowledge of Food and Beverage service and commodities.
- High level of interpersonal skills.
- Proven track record of delivering commercial success, implementing change and seeking new opportunities.
- Understanding of principals of change management and customer service.
- Business and strategic planning experience.
- Sound IT and business systems literacy skills.

Personality:

- Excellent communicator.
- Works well under pressure.
- Customer service focused (internal and external).
- Organised, systematic and process driven. Strong leadership skills and excellent decision-making skills.



- High level of commercial, analytical, reasoning, planning, project management and organisational skills.
- Excellent negotiation skills.
- High level of interpersonal and coaching skills.

Key Performance Indicators:

- Completing tasks within deadline as set by Line Manager.
- Maintaining costs within budgeted parameters.
- Customer feedback on effective event delivery.
- Effective undertaking of key duties. Financial success of all departments.
- Staff turnover.

Other

To comply with all Health and Safety procedures associated with the department at all times. This relates to:

- Standards and procedures of correct working practices
- The completion of risk assessments
- COSHH regulations
- Use of Personal Protective Equipment

To control wastage and operate according to the Companies environment policy with regard to:

- product control and waste minimisation
- proper care and maintenance of equipment to prolong its life
- proper separation and disposal of cardboard, paper and glass in recycling bins
- minimising energy wastage by switching off unused lights, heating, PCs and equipment

To be an ambassador for ARC and for our site, taking personal responsibility for finding out about our product and services, and at all times striving to represent the Company in the most professional, courteous and efficient manner possible.

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Signed by Employee..... Date.....

Signed by Line Manager..... Date.....