



| | | |
|--|--|---|
| Title Catering & Retail Manager – Sherwood Forest (Fixed term Jan 2017 – April 2018) | Department Children, Families Cultural Services | Post Ref. JE ref CFCS120 Indicative grade Hay band A |
| Job Purpose To manage Retail, Catering & Hospitality operations at Sherwood Forest Country Park (temporary post) | | |
| Key Responsibilities <ol style="list-style-type: none">1. Personally and through team supervisors to deliver the targets set down in the service and team plans.2. To resolve any service delivery issues within available resources.3. To devise and run staff rotas, and deal on a day to day basis with any personnel or disciplinary issues, following Nottinghamshire County Council's HR policy and guidance.4. To improve the performance of staff under his / her line management by maintaining communication with staff and providing the appropriate support and guidance.5. To improve customer satisfaction levels for his / her service.6. To act as a professional exemplar in carrying out the above duties with a positive, 'can do' attitude.7. To deploy and manage assigned budgets and to take corrective action where appropriate, in liaison with the Country Parks Service Manager. | | Key Accountabilities <ol style="list-style-type: none">1. Specified service targets within agreed resources2. Effective supervision of staff to secure high levels of performance3. Effective management and deployment of an identified budget4. Alert the Country Parks Service Manager of issues that could affect performance5. To ensure the commercial offer meets customer expectations, that the offer is perceived by customers to be value for money, and that agreed budget targets are reached.6. Production of monthly profit & loss accounts for the section, and taking action to correct any adverse variances.7. Timely and effective invoicing for external income, working with the support of the County Council's Business Support (administration) team. |

| | |
|---|--|
| | |
| The post holder will perform any duty or task that is appropriate for the role described | |

Person Specification

Education and Knowledge

1. Knowledge and understanding of the main issues affecting the service area.
2. Knowledge and understanding of how to profitably meet customer needs in a competitive environment.
3. Knowledge of the principles and practice of:
 - effective people management;
 - excellent customer service;
 - risk management;
 - budget management
 - health & safety at work
4. Business qualification to NVQ4 (or equivalent experience) preferred.

Experience

10. Experience of planning and organising team work or co-ordinating complex activities.
11. Minimum 5 years' experience managing a multi-site Retail operation in the gift / souvenir market **OR** minimum 5 year's experience managing a multi-site Catering operation, **OR** minimum 5 year's managing hospitality functions in licensed premises.

Personal skills and general competencies

5. A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff
6. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.
7. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available
8. Ability to meet agreed objectives and delivery targets by the effective use of resources.
9. Able to ensure that staff are deployed as efficiently and effectively as possible, in line with customer needs, available budget and performance targets.

Role Dimensions

12. Catering income is £450k per annum, with expenditure on supplies of £130K; hospitality income is £80K, with expenditure on supplies of £30K, and retail income is £370K, with expenditure on supplies of £190K.
13. Reporting to the Commercial Manager are the Catering and Hospitality Supervisors, and the Chef.
14. The role reports to the Service Manager, Country Parks & Green Estates.

Please attach a structure chart

Date 10.1.2017