

Job Title:	Hospitality Lead
Organisation:	The Larder West Lothian
Reports to:	Director of Food Enterprise
Salary:	£24,629 per annum
Contract:	37.5 hours per week

Summary and main purpose of role:

The Larder Hospitality Lead is responsible for inspiring and leading our barista and front of house team in delivering a great experience to our customers and trainees across our café, bakery and food pantry locations. As a Hospitality Lead you'll be the team leader inspiring the team every day, keeping customer service at the heart of everything you do. You will have a passion for leading others and desire to take on shared responsibility working closely with our Head Chef and Director of Food Enterprise.

You will have sole responsibility running our café location based in Broxburn, however flexibility is required for the role for annual leave/sickness absence cover. Experience for the role is required and a willingness to participate in further development is essential.

As a member of The Larder team you will be a positive role model and engage with our trainees and customers in a friendly and professional manner. You will be reliable, enthusiastic and remain consistent with our company values. You will have great communication skills, a friendly and engaging personality and a committed team player.

If you are a person who enjoys working with the public, providing an excellent level of customer service at all times and having fun, then we would love to hear from you!

Key responsibilities for the role include:

- Full accountability for managing the café/food pantry to a high standard
- Quality control of all food, beverages, supplies, equipment, kitchen hygiene and health and safety
- Lead on the preparation and closing down of our café counters before, during and at the end of service
- Follow all cash management policies and procedures
- Serving espresso coffee and teas, alongside other hot and cold beverages
- Manage the preparation and cooking of all foods
- Monitoring the online ordering app ensuring orders are complete in a timely manner
- Create special promotions and displays
- Be knowledgeable about our products and services and communicate new products to the team
- Lead on all food safety procedures and keep records up to date
- Ensure cleaning rotas in the café, kitchen and related areas are completed and recorded

- Respond promptly and professionally to any customer feedback, comments or complaints
- Take ownership of all your controllable costs through effective management of stock, labour and training
- Manage team rotas and ensure these are communicated in advance to staff
- Leading and developing your team to reach their full potential while ensuring all procedures are followed
- Carry out training for any new staff and trainees
- Maintain stock levels and ensure this is well stored and preserved, ordering when required
- Manage the day to day operations of the food pantry within the café and liaising with the Community Development Worker on daily figures and sales

Managing Self:

- Maintains a calm demeanour during periods of high volume or unusual events to ensure café, food pantry and bakery is operating to standard and set a positive example for others
- Work with the Director of Food Enterprise to put in place a CPD plan. Take ownership of the CPD plan and ensure that it is implemented and regularly reviewed
- Work closely with colleagues to ensure full use of available skill sets
- Undertake other duties that may be required to ensure effective and efficient operation of the café/bakery.

Standard Responsibilities for all positions in The Larder:

- Participate in any staff review/performance management processes involving the identifying and meeting of training needs for self and others.
- Take appropriate responsibility to ensure the health and safety of self and others.
- Pursue the achievement and integration of equal opportunities throughout all activities.
- Undertake any other tasks and responsibilities appropriate to the level of this post.
- Comply with all Larder policies and procedures
- The Larder is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share and promote this commitment.

Benefits Include:

- Company pension contribution of 3% (currently under review)
- 29 days' annual leave (pro rata for part time staff)
- 2 staff wellbeing days each year
- Access to company health and wellbeing support
- Commitment to continued professional development

All Larder staff are required to apply for a PVG disclosure as you may be asked to be in sole charge of vulnerable children, young people or adults. A disclosure is an impartial and confidential document that details an individual's criminal record and where appropriate gives details of those who are banned from working with children.

Person Specification

	Essential	Desirable	Method of assessment
Qualifications/ Training:			
Barista Training	✓		Application Form and Interview
Food Hygiene Certificate	✓		Application Form and Interview
Experience			
Previous team leader experience in a fast-paced environment	✓		Application Form and Interview
Experience of food preparation	✓		Application Form and Interview
Experience in menu planning and pricing		✓	Application Form and Interview
Cash handling experience	✓		Application Form and Interview
Skills and Knowledge:			
Able to work within a team and on own initiative	✓		Application Form and Interview
Excellent communication, interpersonal and customer service skills	✓		Application Form and Interview
Attributes / Other Requirements:			
Demonstrates enthusiasm, confidence and pride in yourself and others' abilities and bring out the best in others	✓		Application Form and Interview
Have an excellent work ethic and pays attention to detail	✓		Application Form and Interview

	Essential	Desirable	Method of assessment
Self-motivated and proactive with the ability to use initiative and take responsibility	✓		Application Form and Interview