

Arthur's Farm Kitchen Manager JOB DESCRIPTION

JOB TITLE: Arthur's Farm Kitchen Manager
RESPONSIBLE TO: FCLI Manager – Charlotte Hollins

About Us

There are exciting times ahead at Fordhall Organic Farm, as we work to inspire more and more people to enjoy our beautiful natural landscape and the food produced from it. We want every one of our visitors to experience something new, exciting, and memorable – and good quality food and brilliant customer service plays a huge part in making people's days.

The Fordhall Community Land Initiative owns Fordhall Organic Farm. It is England's first community owned farm and now has over 8000 community landlords through an innovative share scheme that was launched in 2006. Registered as a charitable Industrial and Provident Society, this society was created by Charlotte and Ben Hollins, both in their early twenties, and is now developing into an exemplar project with wide reaching appeal and benefits.

We operate as a social enterprise. Arthur's Farm Kitchen exists as an educational tool for our visitors but also as a mechanism to generate income that then supports our other charitable and educational work, such as our free farm trails, our events and family activities.

About the Role

As a valued member of the hospitality and catering team, you will ensure we offer the first-class customer service and food. You will lead and develop a team of staff to sell a delicious range of products in Arthur's Farm Kitchen and you will inspire our visitors with your passion for fresh seasonal and local food. This is a real chance to make a lasting impression, helping us to expand on an already successful business with a local and seasonal food experience.

You will help develop and lead on events, functions, wedding and outside catering opportunities. You will be pinnacle in developing the catering enterprise on the farm, building the customer base, increasing customer spend and ensuring every customer leaves wanting to return.

Fordhall is an organic livestock farm and so Fordhall's meat is always on the menu together with tasty soups, fresh, colourful salads, imaginative sandwiches, and creative vegetarian dishes. Not forgetting plenty of homemade cakes, bakes, breads and buns.

The FCLI's mission statement states:

"The FCLI aims to improve the understanding of sustainable food and farming through the resource of Fordhall Farm, by being an integral part of the community."

About You

You love good food as much as we do. You will have previous experience of working in catering and hospitality, a food hygiene certificate (intermediate level) and previous experience of managing staff. Demonstrating your excellent customer focus and hands-on supervisory qualities, you will be able to motivate and inspire those around you. Above all, you should have a genuine interest in the aims and ambitions of the Fordhall Community Land Initiative.

You will make sure we have people coming from miles around to taste our locally sourced, fresh and seasonal menu. Making a lasting impression, priding yourself on supporting a unique food offer, spot on for the local market, that sits alongside the highest service standards.

Our Supporters



Key Duties

Front of House

- To work with the head chef and other staff to implement changes and guide Arthur's Farm Kitchen to **increase its financial profitability**.
- To be responsible with the Head Chef for the **marketing and promotion** of food dishes, producers and seasonal availability within the tearoom space. This may involve posters or developing special offer schemes, social media and newsletter contributions. You may also be asked to assist with marketing of the same to a wider audience.
- To proactively liaise with the head chef and manager regarding the **general running and development** of Arthur's Farm Kitchen especially including the development of special offers, events, menu's etc.
- To **engage** with customers and staff to **enthuse** them about local food, organic food and seasonal delights.
- To manage customer complaints and feedback in a professional and efficient manner – ensuring we are on a journey of continual self-improvement.
- To **order stock** and seek out new suppliers when necessary to ensure quality and value for money are always achieved.
- To ensure that an accurate **stock-take** is completed on a monthly basis.
- To ensure the **weekly bookkeeping** for Arthur's Farm Kitchen is maintained in an accurate and orderly fashion. This may include recording daily takings, staff hours, sick days, holiday and ensuring all invoices go to the office. You will also be part of the financial analysis of the enterprise.
- Check the quantity and quality of received products and take necessary action when goods are not received in the quality expected.
- To ensure the serving area and function rooms are maintained by all staff in a clean, presentable and organised state at all times.
- To work with the Head Chef to develop new dishes in response to customer feedback, costing the dishes and other associated menu developments, including resulting admin.
- To ensure wastage in every aspect of work is kept to a minimum.
- To ensure bookings are taken in a responsible fashion and that all information is clearly recorded in the bookings book and communicated to the kitchen and the office where necessary.
- To be responsible for keeping areas used by Arthur's Farm Kitchen **clean, tidy and organised**, this may include bin areas, ridan, portacabins, classrooms, desks.
- To ensure all **equipment and areas are maintained** according to the manufacturers' recommendations to limit need for repairs/replacements.
- To ensure there is an efficient reporting system in place, which allows faults and repairs to be reported to you.
- To work with the team around you to think creatively about the **promotion** of these spaces for functions and events.

Functions and events

- To take enquiries for weddings/private parties/functions, meet with customers, provide quotes, discuss menus with the Head Chef and follow up all correspondence in an efficient/timely manner.
- To ensure all wedding/function details are recorded accurately and clearly, whilst communicating all arrangements to the Head Chef.
- To be in charge & fully responsible for the success of weddings/functions at Fordhall Farm and to ensure that all aspects of the day are communicated thoroughly to all members of staff. Includes all arrangements necessary to ensure the day is a success.

Legislation

- To complete **risk assessments** where necessary.
- To, with the head chef, ensure that the highest standards of **Food Hygiene** are met in Arthur's Farm Kitchen and in any place where food from Arthur's Farm Kitchen is being served or prepared.
- To ensure that everything is fully documented and safely filed where necessary including **legal requirements** such as fridge temperatures and cleaning records.

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Staff

- To be **responsible for other employees** in Arthur's Farm Kitchen front of house and to ensure that they too are following correct procedures for Food Hygiene and Health and Safety.
- To recruit and train new staff members ensuring they understand our policies and procedures and our ethos throughout the organisation.
- To be responsible for **staff rotas** ensuring **most efficient** use of resources. Ensuring hours are recording accurately and all hours are kept to a minimum.
- To manage in such a way that **empowers other staff members**, encourages them to have a voice, and allows their ideas and creativity to contribute towards the organisations success.
- To ensure the ideas of staff are captured and evaluated and taken forward to management for consideration if viable.
- A large part of the role will be developing and maintaining the **'team' ethic** in the organisation, reminding staff of our values, that we are all working for the same goal and can all contribute to those achievements. This can also be achieved through your own actions and values.
- To direct staff where necessary to ensure they are making most efficient use of their time, developing them to use their initiative and ultimately add value to the organisation.
- To follow disciplinary and grievance procedures with staff should the need arise, and to conduct annual appraisals with permanent staff.

Other

- To be creative and enthusiastic about developing new ideas or events to ensure Arthur's Farm Kitchen remains a central part of the community.
- To participate in regular **team meetings** and to feed this information back to your team.
- To **undertake training courses** as needed and to ascertain the training needs of your front of house staff.
- To continually assess your role and develop and improve it at every opportunity, to enable you to grow with the organisation
- Continually **increase your knowledge** of rural issues, farm life and the important links between food, health and sustainability, so that this can be passed on to others, staff and customers.
- To **ask questions** about the running of the organisation if there is something you do not know. Information sharing should be encouraged at every opportunity.
- To fulfil any other role that the organisation sees fit or is required to enable it to achieve it aims and objectives for the benefit of the community.

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PERSON SPECIFICATION

ESSENTIAL

Skills

- Excellent interpersonal and written communication skills
- An ability to be creative in promoting new initiatives and engaging with the local community
- IT skills – specifically email, word processing & spreadsheets.
- An ability to work both on your own initiative and leading a team
- An ability to work to deadlines and manage budgets.
- Excellent time management and organisation

Values

- A belief in the value of grassroots action and community empowerment
- Enthusiasm and high levels of self-motivation.
- Empathy to the approach and work of the Fordhall Community Land Initiative.

Knowledge

- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modelling, leadership/motivation techniques, production methods, and coordination of people and resources.

DESIRABLE

- Experience/ knowledge of food production other than growing fruit and vegetables, e.g. bee-keeping, preserving or fermenting foods, distilling beverages, making yoghurt, bread making etc.
- A good knowledge of how to grow fruit and vegetables, and of methods and systems of local food production and distribution.
- An understanding of organic growing and permaculture based systems.

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