

## Arthur's Farm Kitchen Deputy Manager JOB DESCRIPTION 2021

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| <b>Role:</b>         | <b>Arthur's Farm Kitchen Deputy Manager (new role)</b>   |
| <b>Job purpose:</b>  | To offer operational support to the Café Manager, enabling us to grow and expand our offer to the community. Your welcoming manner, love for food and knowledge of Fordhall will ensure customers feel welcomed and their experience is memorable. You will utilise your wonderful organisation skills and keen eye for detail to ensure you are leading a happy team on shift, as well as orders being made on time and stocks are kept in check. |
| <b>Duration:</b>     | Average of between 11.5-15.5 hours per week with options for overtime. Days may be negotiable for the right candidate but an element of regular weekend working will be required.<br>Fridays 9.30am-2pm, every 4 <sup>th</sup> Tuesday 9.30am-4.30am,<br>Saturday 11am-3pm (optional), Sundays 9.30-4.30pm (every fourth weekend off).   |
| <b>Salary:</b>       | Competitive according to skills and experience.  |
| <b>Reporting to:</b> | Arthur's Farm Kitchen Manager, Nina Elizabeth  |

### Background

As England's first community-owned farm, Fordhall has always been a dynamic and innovative organisation. We are forward thinking, environmentally conscious and with over 8,000 community shareholders, we are definitely community-focussed.

Whilst the organic farmland is leased to a tenant farmer (Ben Hollins), as a community body and landlord, we are here to also utilise the same land for the benefit of our community. We believe that by restoring connections between hearts, minds and the soil, we will encourage and create meaningful change which helps to build health and resilience within people and planet.

We run many projects at Fordhall that support us on our mission. These include a youth project working with vulnerable young people, a care farm supporting adults with learning disabilities, volunteer opportunities, community events, free community access to the farm through managed farm trails, social prescribing, and of course Arthur's Farm Kitchen (AFK), which provides a focus point for all visitors to Fordhall.

For more background on how Fordhall became community-owned, or for additional information on the many projects we run please see [www.fordhallfarm.com](http://www.fordhallfarm.com)

There are exciting times ahead 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.

You have a strong foundation from which to start as we were recently featured in the Times best places to eat due to being included in the 'Truth, Love and Clean Cutlery' guidebook. We have also won best Tearoom in Shropshire in the past and have recently been featured in Alistair Sawday's Book 'The Extra Mile'.

## About the role

You will be excited to make your mark at Fordhall, to develop our offer and to make people happy through food. Ultimately, you will love that you are helping to reconnect our community to the seasons and to the land; helping to nurture relationships that will last a lifetime.

Displaying excellent interpersonal skills, you will enjoy meeting new customers and welcoming them into the café space.

You will use your organised approach and past experience to support the smooth running of Arthur's Farm Kitchen including cashing up, ordering supplies, taking a stock-take, recording incoming orders, and seeking new cost-effective and ethically supplied product alternatives.

You will be working closely with the Head Chef and Café Manager to ensure Arthur's remains successful and continues to grow. Everything here is a team effort and you will bring your own skills to complement those we already have.

## Key Attributes and Skills

We are passionate about working to the strengths of those we have in the team. We will provide an environment for you to grow and nurture these strengths and we will provide training in other areas where appropriate.

- You love good food as much as we do. You will have a knowledge and a passion for seasonal and local food, and you will understand the importance of organic farming and the interconnectedness of nature.
- You will have at least two years' experience within the hospitality sector, ideally at a senior level
- Demonstrating your excellent customer focus and hands on approach, you love to lead by example and motivate and inspire those around you.
- You exhibit exceptional organisational and time management skills with great attention to detail.
- Your approachable manner and positive approach will be ensure we continue to build strong relationships between Fordhall Farm, customers, and our suppliers.
- You are competent in IT - specifically Microsoft Excel and Word.
- You have a natural aptitude for figures and financial management.
- In line with Fordhall values you are happy to 'muck in'. Leading by example and appreciating that we are a small team, you are willing to take on whatever role is necessary for service to be a success.

## Key Duties

- To engage with customers and staff to enthuse them about local food, organic food and seasonal delights.
- To be a welcoming face to AFK and to ensure all customers have the best experience possible, having left with a feeling of what Fordhall Farm is about and stands for.
- To manage customer complaints and feedback in a professional and efficient manner when supervising a shift and to inform management of any incidents and action taken.
- To check the quality and quantity of received products/stock and take necessary action when goods do not meet expectation.
- To ensure the serving area and function rooms are maintained in a clean, presentable and organised state at all times when supervising a shift.
- To ensure wastage in every aspect of work is kept to a minimum when leading a shift.

- To be responsible for keeping areas used by Arthur's Farm Kitchen clean, tidy and organised, this may include bin areas, the Ridan (our onsite composter), counter tops and other front of house and back of house areas.
- To provide cover in the kitchen when needed (occasional requirement). Cooking simple tasty food and ensuring our high standards are met with every dish. – Note: culinary experience is preferable but not essential, as full training and ongoing support will be given as needed.
- To monitor and place dry goods and consumable orders when necessary.
- To regularly review suppliers to maintain the most competitive prices.
- To be creative and enthusiastic about developing new ideas or events to ensure AFK remains a central part of the community and that the work in AFK contributes towards our charitable objects such as promoting and increasing understanding of good food and creating fun, educational experiences that empower people to grow in their understanding of food and how food can be produced in harmony with nature.

#### Legislation

- To ensure all relevant health and safety and food hygiene procedures are followed within your team.

#### Staff

- To be responsible for other AFK waiting staff during an event/shift and to ensure that they too are following correct procedures for food hygiene and health and safety.
- To lead in such a way that empowers other staff members, encourages them to have a voice, and facilitates their ideas and creativity to contribute towards the organisation's success and development.
- To ensure the ideas of staff are captured, evaluated, and taken forward to management for consideration if viable.
- To direct staff where necessary, to ensure they are making most efficient use of their time, developing them to use their initiative, utilising individual strengths and, ultimately, add value to the organisation.
- To be responsible for ensuring staff hours are recorded accurately.
- To report any staff disciplinary and grievance issues to AFK manager.

#### Other

- Continually strive to increase your knowledge of Fordhall Farm and of seasonal, local food 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. We want to encourage information sharing at every opportunity. We want to make sure you know as much as possible and so we welcome your questions.
- To take part in regular supervision with your manager.
- To fulfil any other role that the organisation sees fit or is required within your skillset to enable it to achieve its charitable aims and objectives for the benefit of the community.

#### **Working hours and arrangements**

**Holidays:** Equivalent of 5.6 weeks per annum pro rata.

**Pay:** Starting at £9.50+ (depending on experience) and reviewed in February increasing in line with the value you bring to the role and your experience.

**Sick Pay:** Sickness pay is available and the scheme is activated following six months continual service.

**Pension:** The organisation has a pension scheme in place.

**Start Date:** Immediate

**For more information, please see our website [www.fordhallfarm.com/jobs](http://www.fordhallfarm.com/jobs)**