



September 2021

Dear Applicant

FOOD AND BEVERAGE SUPERVISOR

Thank you for your interest in the above post.

In this document you will find some background information about Wells Maltings, a job description and person specification, and an outline of the terms and conditions. We hope you find them interesting and informative.

To ensure fairness in the application process, we use a standard application form which is downloaded from wellsmaltings.org.uk/about-us/jobs. If you wish to apply, please complete the application form, in full. Pay particular attention to the person specification and job description, and use the section on page 1 to set out your suitability.

We ask also that you complete our online equal opportunities monitoring form. This information is completely anonymous and purely for monitoring purposes, and not part of the selection process. The link to the online form is on the last page of the application form. There is no obligation to do this, but it does help us.

Selection for interview will be made based on your application and how you demonstrate to us the evidence of how you meet our criteria. Don't just tell us that you are a match - give us examples. Share your achievements. It's your chance to impress us.

If you wish to have an informal conversation regarding any aspects of the role, please contact Steven Smith steven@wellsmaltings.org.uk to arrange a time to talk. Please note that this is NOT part of the application process, and conversations will be limited to the role and the organisation rather than your suitability.

Applications will only be accepted electronically, in the form of the completed application form ONLY, in Word or PDF form, to applications@wellsmaltings.org.uk. Please do NOT include additional materials such as separate CVs, as these will not be considered. We won't acknowledge receipt unless you ask us to.

Thank you for your interest.

A handwritten signature in black ink, appearing to read "Simon Daykin", with a large loop at the start and a wavy line extending to the right.

Simon Daykin
Director

Enc

Background Information



Wells-next-the-Sea is a small town and harbour at the centre of the North Norfolk coast. It is a popular seaside resort with a huge sandy beach as well as a picturesque old town and saltmarsh coast which is a magnet for artists, birdwatchers and nature lovers. Being an hour from Norwich, 2 hours from Cambridge and 3 hours from London it attracts both day trippers and longer stay visitors. Tourism sustains a great variety of independent shops and eateries and the town is often voted one of the favourite coastal resorts in England.



The Maltings is at the heart of the town and was a 19th century maltings complete with malting floors and a drying kiln. Malting ceased in the early part of the 20th century and after a period as a builder's store it has been in community use for the last 40 years. Management of the site was taken over by the Wells Maltings Trust in 2010 on a 99 year lease from North Norfolk District Council.

The Trust's vision for the Complex was for the conversion of the Grade II listed Maltings and immediate surroundings, including the separate Sackhouse, into a viable and self sustaining all year round destination for both locals and tourists, by creating a cultural heart at the centre of the community. The idea was to provide a new Heritage Centre alongside Arts, Community and Enterprise facilities, providing space for a new and improved theatre/cinema and gallery space together with some office space and meeting rooms, a tourist information centre and café.

After five years of fundraising and the success of the conversion of the Sackhouse into seven office units, the Maltings closed for redevelopment at the end of 2015. Building work on site commenced in early 2017, completing in late May 2018.



After a series of soft opening events from July, the completed Maltings complex formally opened in September 2018. It comprises:

- A 134 seat theatre/cinema
- An interactive Heritage Centre
- The Visitor Information Centre for Wells, incorporating box office and retail area
- A busy café and bar, catering for around 60 covers, plus functions in other spaces
- The Clore Community Studio - a large room for workshops, learning and community activity and for hire
- The Handa Gallery - a light and airy exhibition space, for art and installations
- The Kiln Room - used for community activity, recitals, meetings and functions
- Office and ancillary space
- The Sackhouse - small business units and community space

A full programme of events for locals and visitors alike strive to make the venue artistically vibrant and financially sustainable. Approximately 40% of the programme comprises cinema screenings, including the highly popular *Live By Satellite* events from National Theatre, Metropolitan Opera and others. The remainder comprises live drama from local, national and international touring companies, including our growing relationship with fEAST Theatre; popular music; classical music (taking advantage of the high acoustic qualities of our Kiln Room); family events, talks and community events. The Heritage Centre features a mix of professionally sourced interpretation and community created content. Audiences responses so far have been very positive, with around 70,000 visits to the centre and audience figures of well over 25,000 since opening, and a full programme of outreach activities with young people in the community and local schools.



The core staff team is led by director and CEO Simon Daykin, and covers areas such as operations, food and beverage, marketing, administration and front of house. As a charity, Wells Maltings Trust has a board of non-executive trustees, chaired by Tim Allan, who work with Simon to guide strategic progress. The Maltings also has a long heritage of volunteer support, with over 40 volunteers engaged across a range of areas and activities.

The Coronavirus pandemic has put the business under severe strain. We are fortunate to have been successful in securing emergency grants from government through Arts Council England and North Norfolk District Council respectively, as well as donations from our supporters.

Nevertheless, emergency funding has only sustained us through to full opening in July 2021, and we will need to rely on renewed levels of income from returning customers and audiences. Audiences are very supportive, and we are confident that we can inspire and excite visitors and local community alike with our programmes from May 2021. From September 2021, and following an extensive local consultation, our programmes are developing and expanding to include a whole new range of activities and events focused on our local community. We believe that this re-energised mix of arts, heritage and community programming will re-invigorate our audiences and customers into the future.



photography by Sarah Toon

Simon Daykin, Director, Wells Maltings Trust, Sept 2021

Wells Maltings Trust
Job description
Food & Beverage Supervisor

Job particulars

Reports to: Commercial Operations Manager

Place of work: Wells Maltings, Staithe Street, Wells-next-the-Sea, NR23 1AU

Contract: Full time, employed position.

Hours: 40 hours per week/hours as per rota, to deliver the needs of the business, with flexibility to work to annualised hours¹

Holidays: 28 days per year (inc bank holidays).

Salary: £DOE per annum, subject to six month review and annual increments

Probation: two months

Pension: You will be enrolled in the government's National Employment Savings Trust (NEST) pension, or the Trust will contribute an equivalent amount to your personal pension.

Flexibility: The nature of the role demands that a major part of the job will be during evenings and weekends. Wells Maltings Trust aims to be supportive of family, whilst delivering the needs of the business. The nature of the post does not support home working.

DBS disclosure: The postholder is required to undertake enhanced DBS disclosure as part of Wells Maltings' Safeguarding Policy.

Job Description

Job Title: Food & Beverage Supervisor

Job purpose

To provide solid supervision of staff in food and beverage service, ensure high standards of customer service in all food and beverage areas.

Job duties

Food & Beverage Duties

- Welcome, host and look after the needs of the customer in line with company standards
- Oversee the team members to maintain standards, consistency and customer experience
- make sure the building/appliances are correctly lit, music correct, and all areas appropriate are open
- Ensure staff are briefed and know their section/responsibilities for the day/shift
- Prepare cake areas / bar/coffee set up / and all other areas are set for service
- Ensure correct menus are clean and presentable
- Open and close areas following correct procedure
- Undertake daily and weekly cleaning following cleaning checklists
- Provide consistent quality customer service and openly encourage other staff to mirror.
- Be welcoming, approachable and professional at all times

Supervisor Duties

- Maintain and operate the cafe operation with due responsibility
- Open and/or close outlets alone when on shift.

¹ With greater hours in summer months, and fewer in winter hours

- Complete daily checks and procedures
- Order/advise stock levels and keep stock levels to a correct level
- Attend and hold relevant staff briefing
- Supervise and motivate staff
- Deal with customer complaints and then report to a manager

Health, Safety and Hygiene

- Keep all bar/service areas clean
- Follow statutory requirements relevant to Food Hygiene & Health and Safety
- Keep fire exits free of obstruction
- Follow correct accident procedures.
- Keep all catering equipment and areas clean and safe.
- Ensure open/close procedure is correct and followed
- Ensure staff are managed in business lulls and slower periods to be productive

Stock Control

- Replenish dry goods, supplies and disposables for service of food and hot beverages
- Replenish drinks products
- Rotate stock properly

General

- Maintain excellent internal communications across the staff team
- Work methodically, transparently and effectively, respecting the collaborative culture of the organisation, and demonstrate meticulous attention to detail
- Observe and promote the Trust's policies and procedures
- Act as an advocate and ambassador for the Trust always
- Attend appropriate company meetings
- Perform any other duties commensurate with the post.

**Food & Beverage Supervisor
Person Specification**

| | Essential | Desirable |
|--------------------------------------|---|---|
| Qualifications | <ul style="list-style-type: none"> ○ Good level of formal education including English and Maths at level 2 or above | <ul style="list-style-type: none"> ○ Level 3 qualification in relevant subject ○ Food Hygiene Certificate |
| Experience | <ul style="list-style-type: none"> ○ Proven experience of supervising a similar bar and catering operation ○ Proven experience of managing and motivating staff | <ul style="list-style-type: none"> ○ Experience of working to financial and quality targets ○ Experience of cellar management ○ Experience of working with volunteers |
| Knowledge | <ul style="list-style-type: none"> ○ Practical front of house and customer service skills ○ Knowledge of quality issues in relation to beverage storage, dispense and serving, including alcohol ○ Proven ability in cash handling and the use of EPOS systems | <ul style="list-style-type: none"> ○ Knowledge of Licensing and Food Hygiene regulations and the implementation and monitoring of safe working practices, including age restrictions on alcoholic sales ○ Competence in the knowledge and application of relevant Health and Safety regulations ○ An understanding of equality, diversity, access and disability issues that affect our operation and provision of service ○ Knowledge of the Maltings development and its local area ○ Knowledge of the local area ○ |
| Skills and personal qualities | <ul style="list-style-type: none"> ○ Flexibility to work various hours to meet business requirements ○ Highly honed communication skills at all levels ○ Excellent customer service skills ○ Excellent team building and motivational skills ○ Highly organised ○ Team player ○ Motivated and self-starting ○ Commitment to Maltings' aims and values | <ul style="list-style-type: none"> ○ Passion for arts and heritage ○ IT skills ○ Problem solving |

This version August 2021