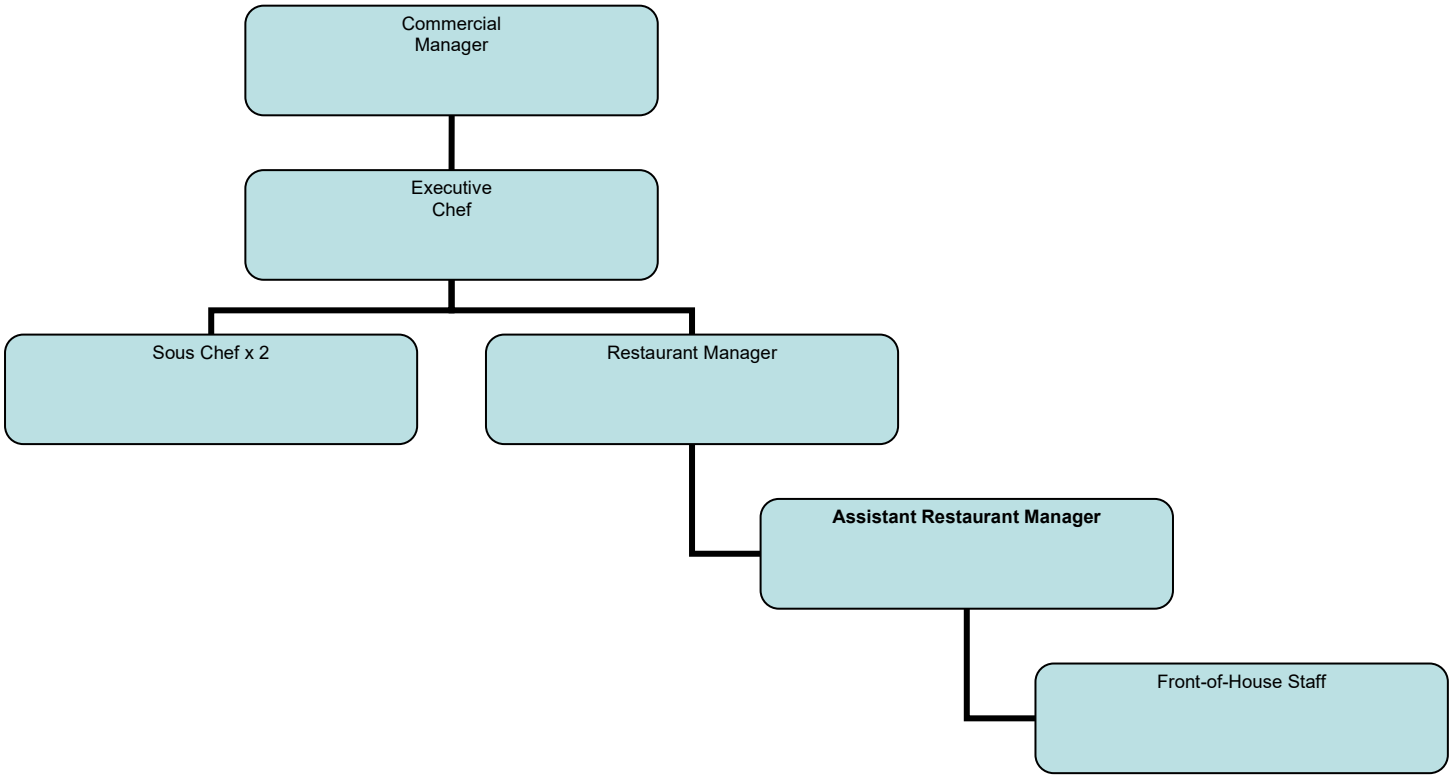
ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Neighbourhoods
SECTION:	Rochdale Town Hall
LOCATION:	Rochdale Town Hall, The Esplanade, Rochdale, OL16 1AZ
JOB TITLE:	Assistant Restaurant Manager
POST NUMBER:	TBC
Grade:	5
Accountable to:	Restaurant Manager
Accountable for:	Directly accountable for Front-of-House staff to include Bar team, reception, waiter/waitress.
Hours of Duty:	37 flexible working hours in accordance with the needs of the service.
Any Special Conditions of Service:	The post holder shall, on occasion, be required to: • work outside of 'normal' hours as the needs of ~~mobilising and managing~~ the business requires The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council. This post is not Politically Restricted in accordance with the current regulations.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

This role will support the Restaurant Manager in the strategic development of the service from inception through to full successful operation. The postholder will be tasked with delivering a coherent operation, which attracts new and returning customers, whilst always ensuring the service supports the wider strategic vision of the town hall. The postholder will use customer feedback to contribute to the development of menus and ensure that the needs of our customers are reflected in the restaurant offer.

Control of Resources

Personnel
Responsible for the direction, support and motivation of one's self and the staff under the post holders direct supervision.

Financial
The post holder must work in accordance with the financial regulations and procedures of the Authority and, in particular, they must:

- Provide the Executive Chef with the relevant financial data from the restaurant
- Oversee the collection, collation and safe storage of all monies collected

Equipment/Materials
The post holder must be responsible for the efficient and effective use of equipment and materials within the service area. The postholder is also responsible for front-of-house equipment, ensuring its proper maintenance and compliance with Health and Safety legislation.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council. Responsible for the training on and safe use of numerous pieces of front-of-house equipment which have the potential to cause serious harm if misused.

Equality and Diversity

To work in accordance with the Authority's policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework. Responsible for supporting the front-of-house team in their continuous professional development and help retention of staff.

Relationships

Internal
The post holder will be expected to maintain a number of relationships within the council, including but not limited to:

- Town Hall kitchens, bar & restaurant team
- Town Hall Commercial Team
- Town Hall Building Team
- Town Hall Engagement Team
- Facilities Management Team
- Finance Team

External
In addition to the above, the post holder will be expected to maintain relationships with a wide variety of external stakeholders, including but not limited to:

- Local and Regional Suppliers
- Customers and Service Users
- Business and Community Groups
- Partner Organisations

Responsibilities

The post holder must -

(i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
(ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

The post holder must approach the job at all times using the values set out below:

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our approach

The post holder must be aware of and apply these values and associated behaviours at all times.

Principal Duties

1. Support the Executive Chef & Restaurant Manager in developing and delivering a strategic vision for the restaurant, guiding the team from inception through to full, successful operation.

2. Use specialist industry knowledge and experience to contribute to the continuous business development of Rochdale Town Hall's restaurant, undertaking business and market analysis in order to assess trends, identify and mitigate threats and maximise opportunities.

3. Provide an exemplary visitor experience, maintaining a VisitEngland Visitor Attraction Quality Score of not less than 90%

4. Contribute to the commercial success of the town hall through the building of an operational model which consistently delivers high-quality catering for up to 350 diners per day, exceeding their expectations and creating lasting memories.

5. Contribute to our range of seasonal, regular and bespoke food menus, with a focus on local-first produce.

6. Ensure the front-of-house team are trained, aware of and fully comply with all legislation pertaining to the production and service of catering. This includes robust measures to communicate the presence of allergens in each dish.

7. Deliver a programme of training for all front-of-house staff to ensure their continuous professional development and fantastic customer service is experienced by all guests.

8. Contribute to the effective but efficient financial management of the restaurant at Rochdale Town Hall, by ensuring beverage and labour costs are controlled, that suppliers are offering value-for-money and that usage of the restaurant is maximised.

9. Lead the front-of-house team by example in the successful delivery of daytime and evening restaurant services. Ensure the restaurant is ready for service each day, is clean and tidy; adequate float is available and that crockery, cutlery, glassware and other such items are available for service.

10. Help to manage bookings for the restaurant, whether received via telephone or online, ensuring that the customer receives the expected service and that tables are turned to maximise occupancy.

11. Resource and rota the restaurant, ensuring adequate staffing to deliver a successful restaurant service with a high standard of customer service.

12. Deliver a drinks menu with a quality selection of beverages to suit a range of customers, budgets and palettes.

13. Ensure the highest standards of health, safety and hygiene are adhered to. Ensure the Safer Food Better Business principles are delivered by the team - with robust Hazard Analysis and Critical Control Point (HACCP) and Control of Substances Hazardous to Health (COSHH) procedures. Work as part of a team to maintain a Food Hygiene Rating of 5 for the restaurant.

14. Manage the stock and inventory held by the town hall, ensuring that the target stock levels are met and robust stock rotation measures are implemented to minimise beverage waste due to out-of-date products. Ensure that all front-of-house equipment is available and safe to use, properly maintained and suitable for the job required.

15. Ensure the front-of-house team deliver the safe and accurate collection, reconciliation and storage of cash and card payments, ensuring that all council policies and audit recommendations are followed and robust measures are in place to prevent and detect theft.

16. To maintain accurate records relating to food preparation, food storage and cleanliness.

17. Partake in effective partnership working within and outside of the Authority, creating a culture that promotes meaningful participation for under-represented groups including families and BAME communities.

18. Contribute towards service planning, specifying performance measures, targets and performance standards.

19. Ensure that the required standards of service are met, the team is motivated and that a philosophy of continuous improvement and service excellence is embedded.

20. Undertake formal, reflective supervision and performance development reviews with staff which identify individual training and development needs and feed into both the team and Rochdale Town Hall's workforce development strategy.

Secondary Duties

1. To ensure complaints are investigated to the full satisfaction of our customers, taking remedial action where necessary to prevent future complaints.

2. To support the functions and events service within Rochdale Town Hall when required.

3. To participate in Council programmes of in-service training as a trainee and when required as a trainer facilitator.

4. To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job description prepared by: Tristan Welch/Darren Parkinson/Caroline Storr Date: November 2023

Agreed by post holder: _____ Date: _____

Supervisor: _____ Date: _____

Service Director: _____ Date: _____

Rochdale Borough Council
Person Specification

Service :	Rochdale Town Hall	**Post:**	Assistant Restaurant Manager
Section :	Commercial Team	**Post Number :**	TBC
Job Ref:	TBC	**Grade:**	5

Note to Applicants:
The *Essential Criteria* are the qualifications, experience, skills or knowledge you MUST SHOW YOU HAVE to be considered for the job.
The *How Identified* column shows how the Council will obtain the necessary information about you.
If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you MUST include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.
The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

	Criteria Our ideal candidate should be able to:	**Essential (E) or Desirable (D)**	**How Identified** AF - Application Form I - Interview A - Assessment
(a)	**Special Working Conditions**		
	Demonstrate the ability to work flexibly, including evenings, weekends and Bank Holidays.	E	I
(b)	**Qualifications and Experience**		
	Evidence training or qualification undertaken in hospitality management, leadership or other subject relevant to the role.	E	AF
	Describe a minimum of two years' experience as a shift leader or above in a restaurant or in a front-of-house management role.	E	AF
(c)	**Skills and Knowledge**		
	Demonstrate organisational or leadership skills, including the ability to successfully manage a team though clear communication, motivation and guidance.	E	AF / I
	Evidence a strong understanding of customer service and the ability to exceed the customer's expectation.	E	AF / I
	Describe a time when a restaurant service didn't go as planned and how the issues were managed to a successful conclusion.	E	AF
	Illustrate good financial awareness, understanding of cash handling procedures and how to minimise theft.	E	AF / I
	Demonstrate a previous success or initiative which achieved increased revenue or improved customer's feedback.	E	AF
	Show an understanding of the health and safety responsibilities, statutory duties and legislation a front-of-house team should follow in the provision of a restaurant service.	E	AF / I
	Illustrate an understanding of equal opportunities, accessibility issues and a commitment to creating a diverse and accessible venue, programme, workforce and audience.	E	I
	Evidence the ability to train staff and how this training has helped to deliver high-quality customer service.	E	I
(d)	**Behaviours and Values**		
13	Approach the job at all times using the values set out below: • Proud of the difference we make • Passionate about the diversities of the Borough • Pioneering and Open in our Approach Be willing to adhere to these values and behaviours.	E	I