
Restaurant Manager-Trainer (City Bistro)

External Vacancy

Post Ref: 6034. Full Time, 37 hours per week. Permanent. £26,670.51 to £29,146.30 per annum.

Attractive benefits for this post include 35 days' annual leave per year plus bank holidays and the opportunity to join the Local Government Pension Scheme.

Sunderland College is a world-class provider of education, with three campuses located across the city plus Hartlepool Sixth Form offering one of the region's largest range of school leaver and adult courses. Now that we are located in our new City Campus, we have grown our commercial offering to include a more rounded experience for students and customers

We are seeking to appoint a suitably qualified and experienced Restaurant Manager-Trainer to work within the existing Catering and Hospitality Team. The job will involve working predominantly in our City Campus restaurant, City Bistro, delivering high quality service to customers, as well as providing on the job training, assessing and mentoring to learners.

Successful applicants should have demonstrable experience of running successful restaurants with a key focus on food and beverage knowledge, seasonality and customer satisfaction. They will have extensive knowledge of the industry and be able to drive the business forward meeting and exceeding agreed income targets and levels of service.

Applicants should be able to demonstrate relevant experience in their personal statement, giving practical examples of how they fulfil the person specification.

The successful applicant will need to be required to work in a fully commercial capacity, potentially operating over six days and 45 weeks a year. They will be driven and keen to succeed with a growing commercially-focused team whilst assisting and effectively contributing to the successful development of learners along with the curriculum.

Due to the nature of this post, the successful applicant will be required to undertake an Enhanced Disclosure Check.

To find out more about this great opportunity visit www.sunderlandcollege.ac.uk/vacancies alternatively email vacancies@sunderlandcollege.ac.uk or call 0191 511 6046 to request an application pack.

All applications must be received by 12 noon on Tuesday 18 September 2018.

It is anticipated that interviews will take place during the week commencing Monday 24 September 2018.

We are working towards equal opportunities and welcome applications from all sections of the community. We are committed to PREVENT and safeguarding the welfare of children and vulnerable adults.

Job Description

(This is a description of the job as it is as present constituted. It may be necessary, from time to time, to update job descriptions to ensure that they relate to the job as then being performed. Therefore, management reserve the right to make changes to your job description, commensurate with your grade/level in the organisation, after consultation with you).

Post Title	Restaurant Manager-Trainer (City Bistro)
Post Reference:	6034
Reports to	Curriculum Manager
Department	Catering & Hospitality
Grade	026-029
Contract	Permanent
Location	Any College Campus

ROLE PURPOSE

- An operational training role to take ownership of the running of City Bistro and City Deli with responsibility for delivering high quality training to apprentices and students.
- To work productively with others to ensure a smooth commercial operation.
- To ensure financial viability within the restaurant is maintained.
- To adhere to all health and safety rules and regulations.
- To keep abreast of all new trends.

KEY ACCOUNTABILITIES (but not limited to):

- Training and supervising students in City Bistro and City Deli
- Promoting and marketing the City Bistro and City Deli to ensure maximised potential and increased growth in collaboration with the marketing and events team.
- Working to sales targets for both City Bistro and City Deli in collaboration with the Head Chef
- Promote and develop the conference and banqueting capabilities of The Bistro
- Handling administration and paperwork including but not limited to; orders, rotas, stock checks, banking/cashing up and financial planning.
- Tracking covers and income; to be reported monthly
- Liaising with customers, employees, suppliers, licensing authorities, sales representatives and all other relevant external parties.
- Consistently review operations and student progress to identify any problems, concerns, and opportunities for improvement.
- Handle customer enquiries and complaints including taking reservations via phone, email and OpenTable
- Managing and updating OpenTable and the college website to reflect any changes in menu or opening times.
- Manage operations with passion, integrity, and knowledge while promoting the culture and values of the College

- Create a positive guest experience by delivering a high level of service and ensuring all students engage guests to understand their needs and exceed expectations.
- Solicits guest feedback to understand the needs and requests of customers.
- Develops and implements creative solutions to areas of improvement.
- Effectively manage the restaurant in collaboration with the Head Chef.
- Assist in menu planning and costing with the Head Chef.
- Assist in conducting student pre-shift and post-shift meetings.
- Assist in any areas of the restaurant when staffing constraints require.
- Devise training packs for learners working in City Bistro and City Deli
- Produce staff and student rotas in conjunction with the Head Chef and Curriculum Manager
- As required, work in the kitchen to produce and plate food in the Head Chef's absence or in lieu of the Head Chef when deemed appropriate
- To function as an integral part of the curriculum team
- Provide training, coaching and feedback to students and apprentices and assess performance on an ongoing basis.
- Provide training and coaching to students on guest services principles and practices.
- To be responsible for the delivery of learning required to complete appropriate assessments within City Bistro and City Deli along with all associated documentation.
- Carry out assessments within City Bistro and City Deli
- Maintain accurate records and assessment decisions
- Attend and participate in standardisation meetings and EV visits
- During quiet periods of trade, to be responsible for devising appropriate workshops and training activities for all learners in City Bistro and City Deli
- As required, to work off site with apprentices in the work place and be responsible for the tracking, monitoring and assessment of their progress to achieve timely completions.
- Updating SmartAssessor as required and ensuring all reviews are carried out in a timely fashion.
- Agree and manage budgets, ensuring financial accountability of City Bistro and City Deli in conjunction with curriculum and the resource assistant
- Oversee stock levels, ordering and managing stock. Carrying out monthly stock checks and reporting back to finance.
- Maintain statistical and financial records and reporting these to the curriculum manager as required.
- Assess and improve profitability.
- Consistently monitors product costs to remain within goals.
- Ensure compliance with licensing, hygiene and health and safety legislation/guidelines. Ensuring that all placed learners are given full training in legislative acts.
- Manage the restaurant to meet or exceed standards in food quality, safety, and cleanliness.
- Follow the College policies and procedures, including those for cash handling and safety/security.
- Monitors and maintains the Micros POS System.
- Have a sound understanding of safeguarding policies and principles.

GENERAL RESPONSIBILITIES

- To take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or vulnerable adults.
- To uphold British Values, the college values and responsibilities with regard to equality and diversity.
- To understand and adhere to college Health and Safety policies and guidelines ensuring compliance with statutory legislation.
- To undertake such other reasonable duties commensurate with the post.



Person Specification

Post Title: Restaurant Manager-Trainer (City Bistro) Post Ref: 6034

CRITERIA	ESSENTIAL REQUIREMENT	DESIRABLE REQUIREMENT
Skills/Knowledge/Aptitudes Ability to successfully run and manage a developing restaurant day to day. Demonstrates and inspires creativity and innovation within a restaurant setting. Excellent food and beverage knowledge and willingness to share this with others. Ability to time manage and work independently. Ability to lead from the front to ensure excellent standards of customer service. Good marketing knowledge and ability to generate ideas to promote and develop the restaurant further. Ability to be innovative and bring fresh ideas to the restaurant. Analytical skills. Able to manage multiple priorities and work to deadlines and have excellent organisational skills. Ability to work as part of a team / lead a team Ability to manage performance and behaviour effectively and fairly.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
Qualifications and Training Level 3 or equivalent higher education qualification in a relevant subject. GCSE Maths and English grade C qualifications or recognised equivalent. Personal Licence Holder. Assessor and Verifier qualifications.	✓ ✓ ✓	✓

Experience Experience of working within a similar restaurant to a high standard. Experience of using EPOS systems, front end and back of house as well as OpenTable. Experience of supervising, training and development of staff. Experience of working with young people, 16 and over. Accurate data analysis. Liaising with colleagues of all levels and external partners to achieve sales targets.	✓ ✓ ✓ ✓ ✓ ✓	
Disposition Ability to act professionally at all times and uphold the colleges' values Commitment to providing a high standard of service. Ability to act as a role model for others to aspire to. Demonstrates high standards of appearance and personal hygiene. To have due regard and take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or vulnerable adults. To uphold British Values, the college values and responsibilities with regard to equality and diversity. To understand and adhere to college Health and Safety policies and guidelines ensuring compliance with statutory legislation. To be committed and highly motivated with a positive and flexible 'can do' outlook. The ability to remain calm and work under pressure. Ability to actively build relationships with customers.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	