

Golden Jubilee Foundation

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Recruitment line: 0800 0283 666

Dear Candidate

POST: Food & Beverage Manager
HOURS: 37.50 per week
CLOSING DATE: 31 May 2019

The Golden Jubilee Foundation welcomes your enquiry in connection with the above post. Please find enclosed an information pack.

Should you wish to submit an application for the above post, please ensure you do so in advance of the closing date. Late applications will not be forwarded for short listing.

When providing referees on the application form, please be aware that we require a minimum of two references to cover at least **two years** of previous employment/training history. If there is insufficient space on the application form to list all of your referees please provide on an additional page. Where possible, please provide us with e-mail addresses for contact. Additionally, you should note that as part of the pre-employment checks a PVG or Disclosure Scotland check will be completed. **It is an offence for barred individuals to apply for regulated work.**

Should you contact the recruitment team to discuss any queries regarding your application it is advisable that you retain the job reference number as you will be asked to quote this when you call. Unfortunately due to the volume of applications we receive, we are unable to write to applicants who are not successfully shortlisted for interview. If you have not received an invitation for interview within six weeks of the closing date please assume on this occasion you have been unsuccessful. We hope this will not deter you from applying again.

In the meantime, I wish you success with your application and should you require any further information or wish to check the progress of your application please do not hesitate to contact the recruitment team on the contact telephone number shown above.

Yours sincerely

Sandra Hill
Recruitment Assistant

Golden Jubilee Foundation
Information Pack
For the post of
Food & Beverage Manager
37.50 Hours Per Week
Reference Number: SHOW/3238
Closing Date: 31 May 2019



Golden Jubilee Foundation

General Information for Candidates

- This information package has been compiled to provide prospective candidates with details of the post and background information about the Golden Jubilee Foundation (GJF).
- The contents of this package are as follows:-
 - Job Description/person specification
 - Terms and Conditions of Service
 - Application Form
 - Equal Opportunities Monitoring Form
 - Information on Agenda for Change
- The Equal Opportunities Monitoring form is required for monitoring purposes only and will not be made available to the interview panel during any part of the recruitment process.
- Please note, to ensure that we adhere to our current policy on Equal Opportunities; CV's received with Application Forms will be destroyed prior to Application forms being passed for Short listing.
- GJF operates a No Smoking Policy on all Premises and Grounds and in shared vehicles.
- All offers of employment will be subject to the receipt of three year's satisfactory References, Occupational Health screening and Disclosure Scotland clearance. Please note that it is an offence under the act for barred individuals to apply for regulated work.
- Please email your completed application to:-

recruitment@gjnh.scot.nhs.uk

- When returning your completed application and any associated enclosures by Royal Mail you must ensure that the correct postage cost is paid. We have been informed by the Post Office that they are retaining those which have been underpaid. This has resulted in completed applications not being returned until after the closing date, and not being included for short listing.
- The short listing process will take place shortly after the closing date.
- As a Disability Confident Leader we recognise the contribution that all individuals can make to the organisation regardless of their abilities. As part of our ongoing commitment to extending employment opportunities all applicants who are disabled and who meet the minimum criteria expressed in the person specification will be guaranteed an interview.
- The organisation has introduced a set of shared values. These values will be measured during our Values Based Competency Interview. Our values are:
 - Valuing dignity and respect
 - A "can do" attitude
 - Leading commitment to quality
 - Understanding our responsibilities
 - Effectively working together

Golden Jubilee Foundation

Terms and Conditions of Service

The terms and conditions applicable to this post are those of all NHS Scotland Employees.

1. Superannuation

You have the option to join the NHS Superannuation Scheme, to participate in the State Earnings Related Pension Scheme or to take out a Personal Pension.

Employees contributions to the NHS Scheme range from 5.2% to 14.7% of salary (depending on rate of Pensionable Pay) and the employers' contribution equates to 13.5% of salary. Employees in the NHS Scheme are "Contracted-out" of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. Employees who choose to participate in the State Earnings Related Pension Scheme pay the higher rate of National Insurance contribution. A Stakeholder Pension is also available.

2. Salary

£30,401 to £38,046 per annum

3. Grade

This post is offered at Band 6.

4. Annual Leave

The annual leave entitlement in a full year commencing 1st April to 31st March is 27 days, rising to 29 days after 5 years' service and 33 days after 10 years' service. There are 8 Statutory and Public Holidays in each leave year. (Pro rata where applicable)

5. Hours of Duty

37.50 Hours per week

6. Tenure of Employment

This post is offered on a Permanent basis

7. Asylum and Immigration Act 1996

Under the Asylum and Immigration Act 1996, we are required to carry out checks to ensure that all prospective employees are entitled to live and work in the United Kingdom. You will therefore be asked to provide appropriate documentation prior to any appointment being made.

Benefits

NHS Superannuation scheme:

New entrants to the Golden Jubilee Foundation who are aged sixteen but under seventy five will be enrolled automatically into membership of the NHS Pension Scheme. Employee contributions vary from 5.2% to 14.7% depending on annual pensionable pay. Benefits include a lump sum and pension when you retire, life assurance of 2 years' pay - while you are working, pension and allowances for your spouse and children in the event of your death, and benefits for ill-health retirement.

Our pension scheme is provided by Scottish Public Pensions Agency. This scheme is a qualifying pension scheme, which means it meets or exceeds the government's new standards. All benefits including life insurance and family benefits are explained on the SPPA website <http://www.sppa.gov.uk/>

Annual leave entitlement (including public holidays):

35 days annual leave on appointment

37 days annual leave after 5 years

41 days annual leave after 10 years

Free car parking

Continuing professional development opportunities

Discounts at the Golden Jubilee Conference Hotel

Leisure Club membership – Get fit and healthy at the Centre for Health and Wellbeing with a discounted membership rate of £30 per month.

Discounted Room Rates - Rooms rates discounted subject to specific conditions.

Discounted Dining - 20% off food and beverage when dining in the hotel.

Golden Bistro (Hospital Restaurant) - Discounted food in our award winning hospital restaurant.

NHS Staff Benefits

As a staff member in the Golden Jubilee Foundation, you will have access to a wide variety of offers and discounts from local and national businesses using your NHS ID badge. For more information and to view these discounts, visit www.nhsstaffbenefits.co.uk - new offers are added on a weekly basis.

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Food & Beverage Manager

Department(s): Food and Beverage

Job Holder Reference:

No of Job Holders: 1

2. JOB PURPOSE

To ensure the smooth, efficient, effective and profitable management of operations within the Food and Beverage department, namely restaurants, lounge bar, room service and all Conference and Banqueting areas.

To ensure the highest standards of front line service delivery, while promoting a culture of continuous improvement.

Responsible for strategic planning to ensure departmental and organisational objectives are achieved.

The post holder participates in the Duty Manager Roster.

3. ORGANISATIONAL POSITION

Responsible to: Hotel Manager

Mentor/Trainer : Hotel Manager

Colleagues: Departmental Managers and Supervisors, Duty Managers

Responsible for: Assistant Bar and Restaurant Manager, Food & Beverage Supervisors, Conference Manager, Conference Supervisor, Conference Porters and Food & Beverage Assistants.

Working Liaison: All Food & Beverage Team, Kitchen Team, Duty Managers, Events Department, Sales Department, Financial Controller, Departmental Managers and Supervisors, Senior Hotel Management. To work with all employees in other departments as required.

Organisation chart attached.

4. SCOPE AND RANGE

Within the 4 star Golden Jubilee Conference Hotel the Food & Beverage department provides a 24 hour, 365 day per year, food and beverage service to hotel guests.

conference delegates, visitors, patients, patient relatives, health club members and non residents.

Restaurants Include

Waterhouse – 180 covers

A la carte – one rosette restaurant – 30 covers

B Bar Lounge – 40-50 covers

Room Service for 168 bedrooms

Conference & Banqueting for up to 400 delegates at any one time.

Coffee shop - Cafe Latte.

Capital and Revenue Budgets

Input into and forecast of annual F&B budget, generating revenue in excess of £1,250,000.00. Monthly revision of budget, as required.

Payroll budget – circa £400,000 per annum.

Operating Expenses budget – circa £90,000 per annum.

Liquor purchasing budget – circa £150,000 per annum.

Covers – circa 170,000 per annum.

Accountable for monthly control of Food & Beverage budget.

Staff numbers

Departmental Manager responsible for up to 40 members of staff.

(25 full time Equivalents).

Direct reports – Assistant Bar and Restaurant Manager x 1, Conference Manager x 1

Indirect reports – Conference Supervisor x 1, Conference Porters x 3

Food & Beverage Supervisors x 4, Food & Beverage Assistants x approx 30.

Stock Control

Responsible for purchase, security and stocktaking of all liquor stocks.

Responsible for purchase and control of all crockery, cutlery, glassware, staff uniforms.

Responsible for the maintenance, safety, and repair of all equipment within the department, including ice machine, fridges, glass washers, cellar, maintenance, coffee machines and temperature controlled wine cabinet.

Human resources

Responsible for all recruitment and selection, appraisals (Performance Development Review (PDR) and disciplinary/grievance procedures as required.

Planning

Staffing, crockery, cutlery, glassware and furniture required for upcoming business levels – up to 12 months in advance.

Regular social media awareness of Food & Beverage products and occasions.

Planning and organising restaurant events and special offers to increase revenue.

Duty Management

As Duty Manager the post holder is responsible for the Hotel operations (168 bedrooms, 15 conference rooms, 2 restaurants, bar and Centre for Health and Wellbeing, guests, security and staff on duty (20 to 40 in any one shift).

5. MAIN DUTIES/RESPONSIBILITIES

General

- To ensure day to day running of the operation is in accordance with statutory, company and hotel guidelines with regards to health & hygiene, health and safety

and licensing law.

- Responsible for Departmental Health & Safety Issues including; composition/authorisation of site/task specific Risk Assessments.
- Pro-active approach to marketing the F & B areas.
- Initiating, planning and implementation of departmental policies to ensure objectives are achieved.
- Autonomy to review services and suggest and recommend improvements.
- Project Management of new services (as required).
- To attend all relevant meetings including; daily/weekly business, Duty Managers, HPG and Health and Safety.
- Effective rota composition, ensuring sufficient staff covers with maximum productivity
- To conduct any comparison studies/surveys relevant to the department.
- Commercial awareness
- Keep up to date with industry trends and use networking opportunities to share and learn best practice.
- Main Micros (Electronic Point of Sale) contact – responsible for programming menu/beverage items and ensuring prices are accurate.
- Compilation of Wine List, over 80 bins.
- As Duty Manager, the post holder is responsible for the security, safety and efficient operation of each department.
- Operational responsibility for all functions, including weddings and tours.
- Monthly beverage stocktaking.
- Demonstrate the organisation values.
- Compliance with organisation mandatory training targets at all times.
- Demonstrate an innovative approach to food and drink services.

Communication

- To liaise with Kitchen, Events, Sales and Reservation departments regarding business levels and dining arrangements.
- Analyse, investigate, resolve and respond to guest complaints. Implement corrective training if required.

Service Standards/Customer Care

- To ensure that all Food & Beverage staff meet Hotel & Company image standards at all times, and adhere to minimum service standards as per departmental policy, set by Food and Beverage Manager/Hotel Manager.
- Continual monitoring of performance.
- Review monthly Mystery Guest report and all guest feedback ensuring above 85% benchmark at all times and corrective/improvement made when dropping below within the F & B area.
- Initiate and implement Incentives to improve performance.
- To ensure all F&B staff has a can-do attitude and provide service excellence to all users of the department to a 4 star standard or above.
- To ensure menus and wine lists are regularly updated and presented to standard.

Human Resources/Training

- To ensure all departmental training is carried out and recorded in accordance with Company policy and legal requirements – Health & Safety, Departmental Induction and On-the-job training.
- Responsible for all departmental Human Resources issues – Recruitment and Selection, Performance Development Reviews, Absence and Performance management as required.
- To devise and facilitate departmental training courses – Minimum Standards,

Training, Beverage Knowledge, Department Fire Training, Health and Safety and Departmental Induction.

- Facilitate the training, development and mentoring of all staff/within the department.
- To ensure that all staff has sound product knowledge of menus/wine lists, an all services offered within Food & Beverage/Conference.
- Ensure all job descriptions are accurate and up-to-date.
- To ensure the Departmental Training Manual is accurate and up-to-date.
- Compliance with Staff Governance.
- Compliance with IIP (Investors in People) standards.

Financial

- To ensure strict security of stock and monies in the lounge bar, restaurants and room service areas.
- To fully investigate any discrepancies (mis-posting) with Audit assistant (daily).
- Responsible for procurement and budgetary management of liquor stocks, including stocktaking and security.
- Budgetary forecasting and operating within annually agreed budgets.
- Responsible for achieving financial targets – F & B total revenue, Liquor Gross Profit, Guest Satisfaction, and Payroll costs, as agreed per annum.
- Setting bar prices, ensuring competitive yet maximising profitability, taking into consideration fluctuations in purchasing prices and Chancellor Increases.

Sales

- Increasing sales revenue by ensuring all staff are fully trained in up-selling techniques (daily).
- Responsible for generating and implementing ideas for increasing sales/covers/ profit margins/cutting costs (weekly).
- Responsible for internal and occasional external advertisement of restaurants, including special events (monthly).
- Regular planned F & b awareness or promotions linked to industry, special events, and Food & Beverage national days and seasonal.

6. SYSTEMS AND EQUIPMENT

Electronic Point of Sale – Micros System.

PC – email and word processing packages – Input departmental data onto spreadsheets

Manual records – temperature control charts; cleaning rotas, Mandatory training and department training files.

Trays and Trolleys

Mobile/static buffet units

PDQ machine (credit card payment machines)

Walkie talkies

SSTS payroll system (training will be provided)

Agility for maintenance reporting (training will be provided)

HR.Net/Learn Pro (training will be provided).

As Duty manager the post holder will require an awareness and knowledge of:

WIFI

Front Office Systems

I Macs

Fire Panel

Plant Room

7. DECISIONS AND JUDGEMENTS

This position is unsupervised and involves a high level of self-management.

The post holder has the authority to make all judgements, often instantaneous; involving guest satisfaction, customer service standards and employee issues on a day-to-day basis.

Purchasing – Liquor, purchasing, beverage and wine stocks. Purchase of all Crockery, cutlery, glassware and furniture, to meet business levels.

HR – rota composition, holiday authorisation planning, sickness absence management, informal counselling, recruitment and selection, authorisation of weekly and monthly timesheets.

Requires Hotel Manager/Financial Controller authorisation for all Purchase Orders.

As Duty Manager, the post holder will require to make decisions and judgements relating to the efficient operation of all departments in the absence of the department Manager, employee relations issues and complaint handling.

8. COMMUNICATIONS AND RELATIONSHIPS

Guests

Guest contact is an integral part of the communication required in this position. Guest satisfaction needs to be checked, and problems solved quickly. There will sometimes be a need to deal with foreign, angry, hostile, or upset guests. Eg. Families at funeral gatherings, or intoxicated guests. Occasional communication with patients/patient. Relatives. Administering first aid to ill guests.

Suppliers/Contractors

Contact is required to place/confirm orders, and to contact in times of equipment breakdown. Negotiation of prices working within our procurement guidelines.

Colleagues within the Food and Beverage department

Communicate with many staff at once, whilst chairing departmental meetings, and in a staff briefing and training environment. Occasional need to deal with distressed staff, and give bad news e.g. in a disciplinary hearing. Motivation, training and mentoring of staff.

Colleagues in other departments

Inter-departmental communications is essential in a hotel environment. Close relationship with Kitchen and Events Team essential.

As Duty Manager, the post holder is required to liaise with hospital maintenance, external contractors, hotel guests and hospital and hotel staff.

9. PHYSICAL DEMANDS OF THE JOB

Lifting items up to a maximum weight of 10kg such as bar and food stock (weekly). Moving and handling of tables, chairs, trolleys, mobile buffet units, linen cages,

trays (occasional).
Working in a hot bar and kitchen environment.
Operating Micros (EPOS) speedily and accurately.
Keyboard skills – potentially long periods of time spent sitting at VDU.
As Duty Manager the post holder will be required to be on their feet for long periods of time.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Working in a hot bar and kitchen environment.
Dealing with angry, hostile, or upset guests.
Unsociable hours.
Manpower availability in order to react to sudden increases in business levels, or Staffing shortages.
Time Management of operational vs. non-operational duties, at peak times.
Reacting to requests by phone, walkie talkie or verbally by staff. Resulting in a task change.
Working in a noisy environment e.g. wedding reception.
Working to deadlines.
Regular unplanned interruptions (phone calls, staff needing assistance).

As Duty Manager the post holder will be involved in stressful situations when dealing with guest complaints, difficult and abusive guests and dealing with emergency situations - fire, floor, first aid.
Frequent interruptions.
Handling complex and sensitive issues in respect to staff.
Occasional exposure to body fluids (first aid role) egg blood, vomit (rare).

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Knowledge

An HND in Hospitality Management, or comparable experience.
WSET level 3 or higher.
Train the Trainer or similar qualification.
IT literate, including word processing and spreadsheet packages, keyboard skills.

Skills

Excellent attention to detail.
Excellent communication and interpersonal skills.
Highly self motivated, and able to motivate others.
Friendly, positive can do attitude.
Able to work on our own initiative.
Good presentation skills.

Experience

Extensive supervisory/managerial experience within a 4 star or higher hotel/Conference centre environment.
Demonstrable career progression and/or continuous professional development.
Function and event management experience.
Rota management of a large team.

As Duty Manager, the post holder is required to:

Have an up-to- date First Aid at Work qualification
Fidelio Opera Training

Fire Panel Training
Wi-Fi Knowledge
Knowledge of BT Sport System
Knowledge of Hotel Operations
Excellent Interpersonal Skills
Problem Solving Skills
Decision Making
Prioritising
Supervisory Experience
Negotiating Skills
Awareness of Licensing Laws

12. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

Recruitment person specification Food and Beverage Manager

	Essential	Desirable
Qualifications/Training	1. HND in Hospitality Management or comparable experience 2. WSET level 3 or higher 3. Train the Trainer or similar qualification	4. Up to date First Aid at Work Qualification 5. Fidelio Opera Training 6. Fire Panel Training
Experience	7. Extensive supervisory/managerial experience within a 4 star or higher hotel/conference centre environment 8. Function and event management experience 9. Management of a large team 10. Fidelio Opera training	
Skills/Knowledge	11. Strong communication and interpersonal skills 12. Positive, can do attitude 13. Able to work on on initiative 14. Organisational and time management skills 15. Good presentation skills 16. Attention to detail	17. Awareness of Licensing Laws
Additional job requirements (e.g. car driver, unsocial hours)	18. May be required to travel for business	
Any other additional information		