



## Food Hall Manager

Local Produce Garden Nursery Restaurant

|                 |                               |
|-----------------|-------------------------------|
| Contract:       | Full time, permanent contract |
| Job Title:      | Food Hall Manager             |
| Responsible to: | Store Manager                 |

### About Rosebourne

Rosebourne is setting a new benchmark by combining local produce and a table service restaurant with an exciting plant and gift offering. Rosebourne is distinct from virtually all competitors thanks to its focus on four key areas:

- Table service restaurant
- Fresh and locally sourced produce
- High quality plants
- Quality and unique gifts

Rosebourne offers a full menu from breakfast through to afternoon tea with all food cooked fresh to order and served to table within 10 minutes of order, with the emphasis being on good quirky presentation. All meals are prepared daily in our kitchens using fresh meat, fish and seasonal produce. These are sourced from our farm shop and, where possible, local producers.

Our food hall is a full shopping experience including an in-store (concessioned) butchery with personal service counters as well as high quality value for money fresh self-selection. The food hall offers loose fruit and vegetables, ready to eat frozen meals, pastries, bakery (including in-store made goods), chilled dairy goods, alcohol, drinks, general grocery along with seasonal goods, sourced locally where ever possible, with a focus on being traders and not stockists.

Key to the concept of Rosebourne is the synergy between the restaurant and food hall. It is important for the team to work together in minimising the waste and maximising sales from both areas. Strong communication, planning and shared responsibility will be key to making this work for the good of the company. Our team should take a real personal pride and passion in all that they do and really feel part of a family.

## **The Role**

As Food Hall Manager you will be an integral part of the store's management team. Day to day the role will involve the leadership and motivation of your team to provide the highest standard of customer service and merchandising, as well as supporting with the effective sourcing and selection of products.

The key responsibilities / duties of the post holder have been categorised under the following areas on the following pages:

- The Team
- The Department
- The Store
- Financial Contribution
- Administration / Other

## **The Team**

To lead, train, motivate and coach members of the food hall department to perform to their best and provide an outstanding customer experience.

To share product knowledge and selling skills expertise with the team to optimise the team's capability to answer customer queries and to upsell.

To train colleagues on product knowledge, stock management and customer service.

To work hands on with team members to ensure a shared vision and common goal of achieving sales and profit budgets by delighting customers through place, product and service.

To promote the importance and benefits of effective team working. Demonstrate a positive leadership style with an enthusiastic, positive, committed and flexible attitude.

To ensure that all paperwork relating to the team and the department is accurately completed to relevant deadlines e.g. due diligence, holiday requests, timesheets, H&S records.

Recruitment of team members.

To support team members as required with customer issue resolution - step in, calm and resolve customer queries to bring about a speedy resolution and encourage the customer to buy and return.

Ensure the team are briefed adequately to run the department in your absence e.g. breaks, day/weekend off and holidays.

To share targets and objectives with the team, ensuring they recognise the importance of KPI's in relation to business success.

To ensure the team are briefed adequately to run the department in your absence e.g. days off and holidays.

To achieve high levels of personal productivity and pace, getting things done quickly, efficiently and to a high standard.

## **The Department**

To work with senior management team to develop range plan.

To manage and maintain compliance to Health & Safety procedures and ensure that relevant food safety legislation and record keeping is adhered to within the food hall.

To plan and organise seasonal promotions including themes in line with the restaurant.

To deal with seasonal layout changes to manage space carefully relevant to sales and stock availability.

To take responsibility for ensuring EPOS system is accurately updated with range lists and all product details.

To carry out daily checks on stock, dealing with poor quality, working with the restaurant team on stock exit planning.

To set and check daily standards for presentation, cleanliness, quality and stock rotation.

To check and update all ticketing, point of sale and signage.

To place stock orders and communicate with goods inwards all planned deliveries.

To maintain a high profile and contact with customers on the shop floor and be available to give advice and direction to team members as required.

To check feedback from customers on needs / expectations of stock lines and to liaise with senior management on range reviews including new lines / deletions.

To generate new and innovative ideas to enhance and improve department.

To be ready for business in your department at the start of trading each day.

## **The Store**

To form part of the store senior team in terms of duty management, leadership and communication along with safety.

To interact with customers throughout the store, aiming to satisfy and exceed their needs and expectations.

To provide efficient services e.g. ensuring that baskets and trolleys are in position.

To guide and supervise staff members in other departments as required e.g. during the manager's holidays.

To contribute to and/or chair staff meetings and training sessions as appropriate.

To answer the telephone for the department and the store.

To build and maintain excellent working relationships with internal and external contacts.

### **Financial contribution**

To take early action on deteriorating stock in terms of price reduction and department transfers.

To work with the restaurant to move short date products into the restaurant for inclusion within the menu.

To work with the restaurant to supply the food hall with added value products that can be sold.

To check daily pricing and adjust all costs / retails as required.

To check all delivery notes / invoices to ensure that pricing is in line with agreed terms and order quantities.

To be alert to shoplifters.

### **Administration/Other**

To attend training courses, off-site induction programmes and supplier visits as required; this may involve travel and overnight stay.

To visit emails and filing tray daily, actioning as appropriate.

To take part in the store stocktaking programme to include out of hours working as required.

To carry out any other duties as decided by the Store Manager.

### **Person Specification**

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job.

|  | <b>Essential</b>         | <b>Desirable</b>         |
|--|--------------------------|--------------------------|
| Demonstrable capability as an effective manager in a food retail environment, leading and motivating a team to deliver results | <input type="checkbox"/> |                          |
| Experience of ordering fresh produce & groceries, accepting deliveries and controlling wastage                                 | <input type="checkbox"/> |                          |
| Knowledge of Age Restricted Products legislation   | <input type="checkbox"/> |                          |
| Experience of sourcing new lines, ideally working with local suppliers   |                          | <input type="checkbox"/> |
| Duty management experience   |                          | <input type="checkbox"/> |
| Knowledge of food safety legislation   | <input type="checkbox"/> |                          |
| Excellent interpersonal and communication skills   | <input type="checkbox"/> |                          |
| Outstanding organisational skills  | <input type="checkbox"/> |                          |
| Ability to engage the enthusiasm of team members and inspire them to perform to their best                                     | <input type="checkbox"/> |                          |
| Willingness to contribute fully and flexibly as part of the overall store management team                                      | <input type="checkbox"/> |                          |
| Commercial awareness, numeracy skills and experience of working in a target lead environment and delivering to KPI's           | <input type="checkbox"/> |                          |
| Strong security awareness and understanding of the vulnerability of stock within a retail environment                          | <input type="checkbox"/> |                          |
| Confidence, drive and enthusiasm, with proven ability of working well under pressure   | <input type="checkbox"/> |                          |

|   |                          |                          |
|---|--------------------------|--------------------------|
| Good working knowledge of Microsoft Office applications e.g. Word and Excel | <input type="checkbox"/> |                          |
| Hold a full driving licence   | <input type="checkbox"/> |                          |
| EPOS experience   |                          | <input type="checkbox"/> |

## **Our Philosophy**

The Rosebourne Philosophy is based on a fundamental determination to be successful and the belief that achieving this brings satisfaction to all involved in the Company.

Success will encompass generating sufficient profits to ensure the on-going development of the company, to reward the team and to give a good return to shareholders for their continued investment. Profitability will be monitored and controlled with feedback to the teams to encourage understanding and commitment.

Rosebourne will be recognised by consumers as the leading value driven company in table service restaurants, and food, gift and garden retailing markets offering quality, ideas, and high standards. Our staff will be in tune with customers and react to their needs by providing a professional service.

Attention to detail in terms of the appearance of our staff, friendliness of their approach, their enthusiasm and willingness to oblige, professionalism and the honesty and quality of their advice are key ingredients to success.

The Rosebourne Philosophy believes in the formation of a team, offering respect to each of the individuals, opportunities for them to grow their skills and abilities, letting them stand out, treating people as adults, whilst acknowledging the need for an underlying sense of humour and fun.

Rosebourne seeks to provide the facilities, environment, and training necessary to enable local management of profits, responsibility and business control. Throughout we will foster an atmosphere of enthusiasm, commitment, integrity, and friendship.

## **What we offer**

- Competitive rates of pay
- Generous staff discount
- Uniform provided
- Free parking
- Friendly and supportive management team
- The opportunity to be part of an exciting new venture with career progression and training opportunities
- Regular rota patterns

## **Store Opening Hours / Rota Schedule**

The store will be open every day apart from Christmas Day and Easter Sunday and to ensure we can deliver a consistently high-quality shopping and eating experience for our customers seven days per week, employees will be required to work regular weekend days as part of their rota pattern.

Regular rota patterns will be offered at the point of offer so that everyone can plan their time off, although some flexibility will be required depending on business needs (any changes to your rota will be discussed with you in advance). Rosebourne will operate very much as an overall

team, therefore all employees may be required to assist in other areas of the store (e.g. tills and restaurant) as and when needed.