

<b>Job Title:</b> Food & Beverage Supervisor	
<b>Managed by:</b> General Manager	
<b>Department(s):</b> The Five Arrows & The Bow	<b>Location:</b> Waddesdon, Aylesbury
<b>Salary:</b> £13.21 per hour	<b>Contract Type:</b> Flexible/Seasonal
<p><b>Hours:</b> A minimum of 18 hours per week (exclusive of breaks), Monday to Sunday. Includes Public Holidays and occasional shifts outside of the normal rota, as required. Working hours will vary depending on business needs. Hours may vary and cannot be guaranteed. Your pay will reflect the hours you work.</p>	

### **The Role:**

We are looking for an enthusiastic and customer focused individual to join the team at The Five Arrows Hotel and The Bow Pub, both managed by the trading company Rothschild Waddesdon Ltd. All profits help care for Waddesdon Manor and, through the Rothschild Foundation, fund work in the arts, local communities, and the environment.

The Five Arrows is a grade II listed boutique hotel with 16 contemporary bedrooms and a modern 2 AA rosette bar and restaurant, originally built in 1887 by Baron Ferdinand de Rothschild. Its sister property, The Bow, is a lively pub offering a fresh take on the classic village experience. As Food & Beverage Supervisor, it is your role to maintain the essence of community spirit in both hotel and pub and deliver a high-quality experience to all guests.

The Five Arrows' name is derived from the Rothschild family emblem of a shield surmounted by five arrows, and both the hotel and pub remain closely connected to the mission of the Rothschild Foundation. As Supervisor, you will be expected to support and encourage this relationship, including occasionally working across Waddesdon Manor's food and drink locations: Courtyard Coffee, Manor Restaurant, and Stables Café and Takeaway. Waddesdon Manor offers relaxed dining experiences for every visitor, using fresh, seasonal, and thoughtfully prepared ingredients.

## **What you will do:**

In this role, you will be responsible for ensuring that all aspects of the restaurant and pub operations run smoothly on a day-to-day basis. The Food & Beverage Supervisor will report to the General Manager and oversee the daily restaurant and bar operations to ensure efficient team performance, delivery to trading targets, high quality service and customer satisfaction. You'll approach your role with passion and attentiveness, working alongside the Catering team at Waddesdon Manor when required to support the wider mission of the Rothschild Foundation.

## **Key responsibilities include but are not limited to:**

- Oversee daily opening and closing routines
- Adhere to and demonstrate best practice regarding compliance with all health and food safety regulations
- Support a safe working and public environment for staff and guests, ensuring that all front of house staff follow Health & Safety and Hygiene legislation, as well as our internal Standards of Procedure
- Supervise and coordinate the activities of waiting and bar staff
- Train new employees and provide ongoing coaching to drive sales and maintain high standards
- Create staff schedules and manage staff cover
- Work with the General Manager to ensure high service standards across the hotel
- Greet and interact with guests including taking orders and provide a welcoming environment
- Maintain high standards of presentation and cleanliness in the restaurant and bar
- Ensure a deep knowledge of the menu and wine list to deliver an exceptional service to guests
- Ensure that all dishes are served in support of the Head Chef's vision and to a high standard
- Coordinate between kitchen and front of house to ensure smooth service flow during busy periods
- Ensure that any customer issues are dealt with promptly and effectively
- Awareness of the legal drinking age and Challenge 21 legislation, checking identification when needed
- Prepare alcoholic or non-alcoholic beverages including cocktails for bar and restaurant guests
- Monitor stock levels of food, beverages and supplies, and restock and replenish bar inventory and supplies regularly
- Assist with ordering and receiving deliveries when required
- Attend Rothschild Foundation training sessions, and read and comply with all necessary policy and compliance documents

This list is not exhaustive and additional duties may be required by the management team.

### **You will be a great fit if:**

You are a passionate and customer-focused individual who thrives in a fast-paced environment. You enjoy helping people and have a genuine desire and ability to work in a front-line environment, ready to step in and support colleagues during busy periods. You will enjoy acting as a representative of the Five Arrows Hotel and Bow Pub, taking care to maintain a professional appearance in line with our smart standard of dress and conduct. If you take pride in delivering outstanding service, we'd love to hear from you!

### **Your areas of knowledge and expertise that matter for this role:**

- A proven track record of delivering high standards of service and presentation in a restaurant environment. Ideally with a minimum of one years' experience in a similar role
- Hands on bar and waiting experience in a table service high calibre restaurant
- Excellent interpersonal skills
- Previous experience of managing and training staff in a team leader or supervisor capacity
- Previous cash handling and cash reconciliation experience
- Ability to work flexible hours as required
- Able to follow and influence others to meet guidelines and present food to specified standards
- Knowledge of food hygiene standards or Intermediate Food Hygiene qualification

### **Additional requirements:**

The safety and wellbeing of children, young people, and vulnerable adults are of the utmost importance for any role at the Rothschild Foundation, Waddesdon Manor. Consequently, this position may require a Disclosure and Barring Service (DBS) check to uphold the safety and security of all our guests, staff and volunteers.

### **Rewards for working with us:**

- We are proud of where we work and want to share Waddesdon Manor with family and friends by offering a number of complimentary tickets to the house and grounds.
- **Waddesdon Discounts** – 50% discount in the food-to-go outlets at the Manor. 20% in the Manor gift shop and restaurant, Stables Café, Five Arrows Hotel, and

The Bow Pub. 20% discount on special event tickets made available to staff.

- **Staff Card** – A National Trust staff card entitles two adults and children under 18 years of age free admission to all National Trust properties and 20% discount in NT retail and catering outlets.
- **Annual Leave** – Your statutory annual leave is 28 days (20 days plus 8 public holidays), or 5.6 weeks. This will be pro-rated based on actual hours you work. If you work a public holiday, you will be paid double your hourly rate, but your statutory annual leave entitlement will reduce accordingly (i.e. you are being paid double on that date, so therefore not entitled to holiday pay or TOIL for that date).
- **Pension** – We will top up your pension by matching any contribution you make, up to 10% of your basic salary.
- **Long Service Awards** – Every 5 years of service, you are invited to a celebration to recognise your contribution to the organisation. A cash sum is awarded as a thank you.
- **Mental Health and Wellbeing Support** – access to a wellbeing platform and fully funded 1:1 counselling service.
- **Flu Jabs** – Free flu jabs in October.
- **Share of the discretionary service charge**

## EDI

At the Rothschild Foundation, we place Equality, Inclusion, and Diversity at the core of our values. We strive to be an organisation that actively addresses inequality and prejudice while fostering a truly anti-racist culture. Our approach is centered on meaningful and equitable support and development for you and others throughout your time with us. We are committed to providing an environment free from discrimination, where every team member feels valued, respected and has a true sense of belonging.

## Recruitment Process

- The vacancy advert may be taken down from job boards earlier than the stated deadline if a high standard of applications is received
- We welcome applications from everyone and particularly encourage applications from people from an ethnic minority background, and people with a disability to help us achieve a balanced representation in our workforce
- To reduce bias in our shortlisting process, we operate an anonymised process
- All candidates invited to interview can request adjustments to the recruitment process when scheduling your interview, for example accessible parking, communication support or breaks

**To apply**, please send a current a CV and covering letter explaining how your experience and skills match those outlined above to [application@waddesdon.org.uk](mailto:application@waddesdon.org.uk)

**Closing date:** Ongoing. This vacancy may be taken down from job boards when we see fit if a high standard of applications is received.

If your application is successful, here is what you can expect:

- You will be invited for a 45-minute, in-person interview with the General Manager at the Five Arrows