

Hicks Kearney Ltd.

Supervisor

Job description

As a Hicks Kearney Supervisor, you will be part of our dynamic and enthusiastic family. You must be willing to lead by example and pride yourself in the successful delivery of consistent and great service, particularly in the areas of customer satisfaction and the ability to upsell. A Hicks Kearney venue can be a busy and fast paced environment, especially in the high season months, where standards must never slip or be compromised. Due to the limiting size of our venues and the covers they can accommodate; a supervisor is expected to be responsible for all areas and participate in all duties for multiple venues.

You will be part of a fast-paced environment where customer satisfaction and adherence to regulatory standards is paramount. You will take responsibility for the front and back of house areas and, ensure: their successful operations, delivery of services, a high standard of cleanliness and be a safe environment to work and visit.

Your primary places of work will be 10/11 High Street, Cowes PO31 7RZ and 117 High Street, Cowes PO31 7AX however from time to time, you may be required to work offsite for scheduled events.

Key responsibilities and duties

Your responsibilities, but not limited to, include:

- With assistance from the Managers or Company Directors, assist with hiring, managing, mentoring, developing and training, of new and existing staff.
- Handling of cash and cashing out.
- Foster a climate of cooperation and respect between all co-workers.
- Responsible for all areas and duties within the venues of Hicks Kearney Ltd.
- Lead by example and ensure all processes and procedures are documented and maintained, with clear and meaningful instructions for staff to reference.
- Assist with records of staff attendance.
- Report and/or remedy any venue problems or defects.
- Comply with regulatory and safety standards.
- Be welcoming to all customers.
- Take responsibility for the quality preparation and/or timely delivery of all drink items and 'cold' kitchen food items.
- Responsible for the delivery of excellent cleanliness throughout the front and back of house areas.
- Responsible for the venue's stock, its rotation and ordering.
- Perform daily and weekly checks.
- Handling and resolution or escalation of customer queries and complaints.
- Attending and completing any training courses deemed necessary.

- Being flexible with working patterns and tasks – covering sickness and holidays when required.
- Opening and/or closing of venue(s).
- Perform any other reasonable duties to ensure the continued success and operation of Hicks Kearney Ltd. and any other affiliated companies within.

Alongside key responsibilities and duties

A Hicks Kearney Supervisor should possess:

- Good knowledge of hospitality sections.
- Ability to produce and/or serve excellent high-quality food and drink.
- Good oral communication.
- Team supervisory and mentoring skills.
- Attention to detail.
- Good level of numeracy.
- Enthusiasm to develop your own skills and knowledge, plus those around you.
- Adaptability to change and willingness to embrace new ideas, trends and processes.
- Ability to lead, manage, work unsupervised and deliver quality work.
- Positive and approachable manner.
- Team player qualities.

Requirements

Essential

- At least one professional reference.
- Excellent communication and skills within hospitality.
- Up to date with current culinary trends and processes linked to hospitality.
- Good understanding of regulatory standards, such as: Food & Hygiene, COSHH, HACCP, etc..
- Good understanding of office applications and platforms (MS Office, restaurant management software, POS, etc.).

Desirable

- Level 2 Food Safety and Hygiene certificate.
- Personal Licence Holders certificate.
- Previous experience in food or drink preparation
- In possession of a driving license

As part of the HK team, you will be entitled to:

- Equal share of all tips received.
- Employer pension contribution.
- Employer support, where appropriate, for further education/qualifications.
- Discounted meals and drinks for you and immediate family.

Other Important Stuff

Due to the seasonal nature of our business, annual leave will typically not be granted during the months of July and August except for an emergency or an exceptional circumstance.

Due to the nature of the hospitality trade, the successful applicant will be expected to work mornings, evenings, weekends, bank holidays and/or split shifts.

Full or part time can be considered.

Pay will be dependent on skills and experience, plus tips.

Auto enrolment to a Pension scheme will be setup upon arrival unless refused in writing.