

WE'RE RECRUITING

Join the Food and Beverage team at
Denbighshire Leisure Ltd





Restaurant/Bar Supervisor - Beach Hut

Job Reference :

Location : Beach Hut, Nova, Prestatyn

Salary : Grade 5

Hours : 37 hours

Contract : Permanent

Date Issued:

Closing Date : 6/4/2021

How to apply:

If you are interested in this vacancy, please apply on-line via the website www.denbighshireleisure.co.uk. For alternative methods of applying please contact Denbighshire County Council Customer Services on 01824 706101.

Denbighshire Leisure Ltd. is a Council owned Trading Company Limited by Guarantee and as such application forms are administered by Denbighshire County Council. Candidates must complete our application form via the website to be considered. We regret that we are unable to reply to all applications. If you have not received a reply within three weeks of the closing date, you must assume that you have not been short listed for interview.

Letter from the Managing Director

Hi, my name is Jamie Groves, and I am the Managing Director of Denbighshire Leisure Ltd. As you are interested in joining our Company, we thought you would like to know a little bit about us.

This is a truly exciting time to join Denbighshire Leisure Ltd, as we are a new Company with a well-established, passionate and driven team, who all have a culture of high performance and excellent customer service. Our past successes have led us to where we are today, with a reputation for great experiences in all our facilities and a team who thrive on the customer having the best experiences possible.

Our commitment to providing customers with the highest standard of facilities continues year on year, and this rolling programme of investment into our facilities has led to a well-deserved reputation for providing residents and visitors with sport, fitness and leisure facilities that compare with the very best of the private sector. Our seven Leisure Centres offer top class gym equipment and a wide variety of fitness classes. Across the county, we also have six swimming pools, as well as sports halls and outdoor all weather pitches.

For those looking for a fun day out, we have SC2 Water Park with Ninja TAG in Rhyl, the Nova – our premium visitor destination in Prestatyn, and North Wales Bowls Centre. We also offer fine dining and cocktails in the 1891 Restaurant and Bar in Rhyl or pizza and a drink in the sunshine at the Beach Hut in Prestatyn. For those with an interest in the arts, you might like to pay a visit to Ruthin Craft Centre, the Centre for the Applied Arts with three galleries showing the best in national and international contemporary applied art. Our busy Active Communities team have a wealth of experience in their own sectors, and together they combine their skills to offer a varied programme of high quality, inclusive leisure opportunities. Everyone is committed to providing an excellent service to all our customers, so whether it's hosting a birthday party or helping someone improve their health and fitness, we are happy to help.

Our success is down to our staff, and we have a great team and ethic at Denbighshire Leisure Ltd. We offer a wide range of opportunities for training and career progression, and work hard to ensure our staff are happy in their chosen roles. If you are also passionate about providing excellent service, are friendly and approachable, with a desire to help both colleagues and customers, then you'll fit right in.

We look forward to receiving your application.



'Providing high quality, accessible leisure opportunities which attract high levels of participation and improve the wellbeing of our residents and visitors'



Denbighshire Leisure Ltd

Denbighshire Leisure Ltd is committed to Equal Opportunities and its Welsh Language Standards. We welcome applications in the Welsh Language and application forms received in the Welsh Language will not be treated less favourably than an application form submitted in English.

The Denbighshire Leisure team are a well-established, passionate and driven team, with a culture of high performance and excellent customer service. Our past successes have led us to where we are today, with an excellent reputation in all our facilities, and a hard working team who thrive on the customer having the best experiences possible.

We expect our staff to be committed to;

- Providing an excellent standard of service at all times
- Their own self development and the development of our business
- Working flexibly across sites where needed
- Supporting team working, supporting their colleagues and our customers

Our workforce is of utmost importance to us and we are committed to supporting staff to achieve a positive work-life balance. All employees of Denbighshire Leisure Ltd are entitled to a variety of benefits, including discounted gym membership, personal and professional learning and development opportunities, generous annual leave allowances (with the opportunity to purchase more) and support for applications for career breaks and secondments.



Job Description

Job Title: Restaurant/Bar Supervisor - Beach Hut

Grade: 5

Company: Denbighshire Leisure Ltd

Service Area: Food & Beverage

Responsible to: Group F&B Operations Manager

Job ID Number / Date Issued: TBC

Job Purpose:

To supervise the restaurant and/or bar teams to ensure that the facilities run efficiently and effectively and provide excellent customer service to all visitors.

Principal Accountabilities and Responsibilities:

- To manage the day to day preparation/operation and delivery of restaurant/bar services provided within the facility.
- To deal with customer enquiries by both telephone and within the restaurant/bar area.
- Ensure all aspects of front/back of house are running smoothly and all daily tasks and checklists are fully completed.
- Ensure standards of cleanliness and food hygiene are maintained throughout the facility.
- Ensure all shift staff are deployed effectively to meet the operational needs.
- Help and support shift staff and lead by example in all aspects of the operation.
- Ensure stock levels are replenished to minimise down time and maximise sales.
- To receive and take customer bookings for the restaurant and to receive and administer cash and/or cheque and card payments from customers.
- To deal with customer queries and complaints as appropriate and to provide general information and advice.
- To train bar staff & waiting on staff in all aspects of the operation.
- To continually monitor the quality of the product and service provided.
- To ensure the safety of all persons within the restaurant premises in accordance with the normal operating procedures and the Health & Safety at Work Act.



Principal Accountabilities and Responsibilities

- Maintain stock levels, including bar sales, sweets, ice cream & coffee machine produce.
- Replenish any required sundry items.
- To supervise the receipt of income in line with the authority's financial and audit regulations.
- Report any equipment failures to Restaurant Manager to resolve as soon as possible.
- To manage rotas, timesheets & staff holiday requests.
- To assist the Restaurant Manager with staff recruitment.
- To support the Restaurant Manager in ensuring the safety of all persons on or within the facilities, in accordance with the normal operating procedures and within the context of the 1974 Health & Safety at Work Act.
- To undertake general maintenance and cleaning duties and any other related duties as directed by Restaurant Manager.
- To fully undertake the duties typically expected for the role e.g. to train staff in changing beer in the bar area, or to prepare the restaurant for customers.
- To be flexible, adaptable and willing to work on request at various sites, which could include other food and beverage facilities.



Knowledge, Skills, Training and Experience

- The postholder must have previous experience of dealing with customers in a service environment.
- The ability to handle customer enquiries courteously and efficiently is of vital importance.
- The postholder must have the ability to lead a team effectively.
- Whilst not essential the ability to communicate in the Welsh Language is desirable.
- Experience of 'cashing up' at the end of the shift is essential.
- The ability to use or learn to use the till system is required.

Resources / Equipment / Material

All standard items as expected in a commercial bar and restaurant will be in place

Supervision/Management of People

Supervising the restaurant/bar team – up to 25 staff
To act as site key holder.

Special Working Conditions

Working shift pattern includes evenings and weekends. You may be asked to help out at other facilities at times.



Vision / Context

Denbighshire Leisure Ltd has been transformed over the past decade and is now renowned for delivering high standards of provision right across the County of Denbighshire; offering a new, unique, affordable, and a commercially sustainable Leisure offers; whilst making a significant contribution to improving the health of our residents and delivering Economic prosperity. This has been possible because of a highly motivated workforce, with a great culture who work to strong values.

The post holder will be expected to display and promote our company core values:

- We will stand by our principles of integrity and honesty.
- We will be trusted by our staff to always do what is right as their employer, and make them proud.
- We will never accept the status quo. We will work harder, become stronger and continue to deliver the highest quality of service to our customers.

Denbighshire Leisure Ltd has three important, but distinct pillars, which informs and influences the way we work and why the Company was created. The Company is recognised for the valuable contribution it makes to our communities, how it works with its partners and other businesses, and more importantly how the Company looks after and develops its workforce – the Company very much believes in a 'one team - one bank account' philosophy.



The three pillars of Denbighshire Leisure Ltd:

Our Community

Within the wider Denbighshire area, our teams work with a network of smaller communities consisting of customers, sports clubs, local groups and residents. We place these communities at the heart of everything we do.

Our People

We believe that our staff are a vital element of Denbighshire Leisure's success. We value the skills and experience each individual brings to their role and although the Company offers a diverse range of services, our teams all have the same qualities in common – they are passionate and driven, with a culture of high performance and a reputation for excellent customer service.

Our Business

Denbighshire Leisure Ltd is a new Company, built from a history of high performance and innovative practice. Over recent years, as a service within Denbighshire County Council, we have built lasting and mutually beneficial relationships with a number of partner organisations. We are looking forward to the continued success of these established partnerships, whilst also developing new and exciting ventures. Within all of our relationships, we are committed to acting with integrity, transparency and courtesy.

The post holder is key to ensuring that '...by 2030 the company will continue to be renowned for providing high quality, accessible leisure opportunities which attract high levels of participation, and improve the wellbeing of Denbighshire's residents and visitors.'



Employment Checks/Specific Requirements

All new starters are required to undergo our standard safer recruitment checks; two satisfactory references covering three years employment, evidence of essential qualifications, evidence of Right to Work in the UK.

Safeguarding Statement

Denbighshire Leisure Ltd recognises its obligations to safeguard children and adults together with preventing slavery and human trafficking and will do all in its power to prevent slavery and human trafficking within its business. Modern slavery can take many forms including the trafficking of people, forced labour, servitude and slavery. Safeguarding is everyone's business and all Denbighshire Leisure employees are required to work in accordance with the organisation's Child / Adult Safeguarding policies and procedures and have a duty to report any concerns which may be noted during the course of their duties and are asked to be alert to the signs of exploitation. Concerns should be raised via their Designated Safeguarding Manager in order that the organisation can take prompt action when exploitation is identified.



Person Specification

The Person Specification sets out the skills, knowledge and experience that are considered to be necessary to carry out the duties of the post effectively.

It will be used in the short-listing and interview process for this post. You should demonstrate on your application form how you meet these criteria as you will only be shortlisted if you meet all of the essential criteria (and desirable criteria where applicable).

Post Title : Restaurant/Bar Supervisor - Beach Hut

Denbighshire Leisure Ltd

Grade : 5

Qualifications, Experience, Knowledge, Skills & Abilities, Personal Qualities

	Essential	Desirable	Evidence
Education and Qualifications	Food Hygiene Level 2	Other restaurant/bar related qualification Personal Alcohol Licence	Application Form Interview
Relevant Experience	Previous experience of working in a restaurant/bar Experience of dealing with customers in a service environment	Experiencing of supervising staff	Application Form Interview

<p>Job Related Knowledge & Skills</p>	<p>Knowledge and ability to undertake the duties typically expected for the role</p> <p>Knowledge of/ability to learn till system</p> <p>Experience in 'cashing up'</p>		<p>Application Form</p> <p>Interview</p>
<p>Personal Qualities</p>	<p>Good communication skills</p> <p>Good leadership skills</p> <p>Ability to work on own initiative</p> <p>Courteous and efficient telephone manner</p> <p>Ambition to deliver excellent customer service at all times.</p>		<p>Application Form</p> <p>Interview</p>
<p>Other Requirements</p>	<p>Demonstrate excellent interpersonal skills</p> <p>Empathy with the Welsh Language</p>	<p>Fluent in Welsh Language</p>	<p>Application Form</p>



Thank you for your interest.

For more information please contact Dafydd Howatson on 01824 708457 or dafydd.howatson@denbighshireleisure.co.uk



www.denbighshireleisure.co.uk



Denbighshire Leisure Ltd

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