**Food and Beverage Supervisor**

**Job Description**

**Job Title: Food and Beverage Team Supervisor**

**Reports to:** F&B Manager

**Department:** Leisure and Tourism

**Location:** Raby Castle

**Hours:** Full time, Permanent (includes holidays, weekends and some evening hours during peak season)

**Rate of Pay:** £27,430 per annum

**Job Ref:** VA

Since The Rising opened its doors in June 2024, it has become synonymous with culinary excellence, unforgettable moments, and incredible guest experiences. At the heart of this is The Vinery, a breathtaking 200 cover glasshouse nestled within the historic grounds of Raby Castle, Park, and Gardens. We’re seeking an F&B Team Supervisor who can embrace the dynamic nature of this vibrant environment and develop a talented team to deliver an unrivalled visitor experience.

If you thrive in roles that keep you active, varied, and customer-focused, this is the opportunity you’ve been waiting for. This is a big job with responsibility for a large team undertaking a range of daily tasks from preparing fresh coffee in The Vinery café, to coordinating exceptional service at pop-up events, take-away kiosks, or even large, private events. Your role will be fast paced, challenging and nothing short of extraordinary.

**What You’ll Be Doing:**

As a leader within the F&B team, you’ll have an exciting mix of responsibilities:

* **Leadership and initiative**: Self-motivated and industrious at quiet times and a strong leader of others at peak times, you will excel at organising, directing and motivating teams to deliver outstanding service.
* **Coordination and budgets**: Scheduling team members, to ensure seamless service across multiple activities whilst maintaining payroll margins is essential in this role.
* **Coffee and Drinks Service**: Craft exceptional coffee — espresso, cappuccinos, lattes, and more—while encouraging your team to bring warmth and hospitality to every guest interaction.
* **Food Service**: Prepare and serve fresh, locally produced food such as sandwiches, salads, and pastries with care and attention to detail.
* **Event Support**: Be part of the estate wide operational planning group, reviewing upcoming events to ensure effectiveness and sound preparation.
* **Customer Engagement**: Motivate and coach your team to sell refreshments, tickets, and retail goods, ensuring every visitor benefits from their expansive knowledge of Raby.
* **Hospitality on the Floor**: Serve guests efficiently and maintain a consistent ambiance in dining and event areas, even at peak times, handling requests with friendliness and professionalism.
* **Takeaway Kiosk Operations**: Ensure your team are well equipped to provide superb service to visitors stopping by for quick snacks and refreshments, dealing quickly with large queues at busy times.
* **Cleaning and Maintenance**: Supervise the team in delivering cleanliness, organisation, and a safe, welcoming atmosphere in all areas.
* **Versatility is Key**: Whether it’s welcoming visitors in the café, handling queues during peak times, or assisting at exclusive events, your flexibility will ensure service is never compromised.

**What We’re Looking For:**

We need someone who can wear many hats in this hospitality-focused role. You’ll stand out if you have:

* **A Love for Coffee and Food**: Whether you’re a seasoned barista or a keen cook at home, your passion for great coffee, fresh food, and superb service will set you apart.
* **Hospitality Excellence**: You naturally connect with people and are motivated to ensure every visitor feels valued and welcome.
* **Adaptability**: From fast-paced days in the café to managing a takeaway kiosk at events, you’re flexible and ready to pivot where needed.
* **A Keen Eye for Detail**: Maintaining cleanliness and creating a pleasant environment for guests is second nature to you and you set a strong example for those whom you lead.
* **Leadership**: You are a proven leader, pitching in, directing and coaching others whilst fostering a supportive and positive atmosphere. Experienced in setting clear objectives and crafting training and development plans for teams.
* **Appreciation for the Extraordinary**: Working at a venue like Raby Castle, Park and Gardens means being immersed in history, nature, and cutting-edge design—you’re inspired by your surroundings and take pride in your workplace.
* **Flexibility in Availability**: You’re willing to work on weekends, bank holidays, and during peak seasonal times to meet visitor demand.