**RABY ESTATES**

**FOOD AND BEVERAGE OPERATIONS MANAGER**

**Job Description**

**Job Title:** Food and Beverage Operations Manager

**Responsible to**: Head of Leisure and Tourism

**Liaising with:** Estate Chef, Events Manager, Leisure and Tourism Team

**Department:** Leisure and Tourism

**Location:** Raby Castle

**Hours:** 40 hours/week, including regular weekends and occasional evenings.

**Experience:** Experience of working at a management level in a high-quality, high volume mixed F&B environment.

**Job Ref:** VA179-2025

**Background**

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, alongside multiple event venues and pop-up F&B outlets.

We are seeking a skilled and passionate **Food and Beverage Operations Manager** to lead our diverse hospitality operations, ensuring outstanding service, delicious food, and an unrivalled experience for every visitor. This is a big role with stretching targets and significant responsibilities, including the daily operations of the café, managing takeaway kiosks across the estate, and delivering superb catering for various events across multiple venues.

**Key Responsibilities**

* **Daily Operations:** Oversee the day-to-day running of the Vinery Café Restaurant, delivering exceptional service to hundreds of visitors each day.
* **Team Leadership:** Recruit, train, and develop a high-performing team committed to customer satisfaction and operational excellence.
* **Set Standards**: Lead by example, effectively and supportively, demonstrating impeccable presentation, service delivery and positivity for business-wide success.
* **Event Catering:** Plan and manage catering for a wide range of events, across multiple venues including The Riding School, The Dutch Barn, The Castle, Yurt and private meeting spaces for up to 500 guests.
* **Takeaway Operations:** Manage pop-up and takeaway catering kiosks located across the estate, including for events such as Christmas Markets, Car Shows, Outdoor Cinema and theatre, ensuring efficiency, consistency and quality.
* **Revenue Management:** Manage payroll budgets, produce departmental forecasts, and work to profit margins to ensure financial goals are achieved.
* **Duty Manager:** Fulfil the Duty Manager role regularly over a weekend, overseeing peak, site-wide operations, in addition to F&B, supporting teams with professionalism and confidence.
* **Continuous Improvement:** Drive innovation by enhancing menus, optimising service processes, and exploring opportunities to exceed guest expectations.

**Job Requirements**

The ideal candidate will have:

* **Experience:** Proven success in a similar food and beverage leadership role within a high-quality, high volume hospitality environment.
* **Event Management:** Expertise in planning and delivering a variety of events, with a focus on efficiency, customer satisfaction, and quality.
* **Operational Excellence:** A track record of maintaining high standards in a fast-paced, high-volume setting, adapting operations to meet daily requirements.
* **Leadership Skills:** Strong leadership, communication, and interpersonal abilities, with experience in building and motivating teams.
* **Financial Acumen:** A solid understanding of budgets, P&L reporting, and cost management.
* **Customer-Centric:** Passion for hospitality and exceeding customer expectations to create unforgettable experiences.
* **Passion for Food:** A deep interest in food and drink, particularly locally sourced products, and an enthusiasm for sharing this knowledge with others.
* **Management**: Experience of duty management including health and safety, complaints handling and emergency procedures.