



JOB DESCRIPTION

Job Title: Food and Beverage Supervisor

Post Reference No: FW01

Reports to: Hospitality Operations Manager

Grade/Salary: £13 per hour.

Hours: 40 hours per week over 5 days between 9am and 9pm. This role will include working daytimes, evenings, weekends and bank holidays on a shift pattern basis.

Status: Seasonal until 31st October 2025.

Do you have a passion for hospitality? Are you looking for a role that fits your lifestyle whilst offering great opportunities? Would you like to work in a stunning location?

We are looking for a dynamic, enthusiastic and customer focused hospitality supervisor to lead the team in one of our busiest outlets, our mobile Food Wagon overlooking the iconic Durdle Door!

This is a fantastic opportunity for a hard working, innovative person to take in hand an exciting venture and move it forward successfully through the busy summer season.

If you have strong leadership skills, a passion for delivering excellent service and a great visitor experience and enjoy working in a fast-paced environment, we would love to hear from you.

As a Supervisor you will be responsible for all food ordering to ensure the business is up and running for the start of the season, all of the organisation of stock, ensuring the catering offer is on trend with business needs.

This is a full time, seasonal position, with an immediate start. The role will come to an end on 31st October 2025. The working hours will cover weekdays and weekends on a rota basis and the successful applicant will need to manage their time to ensure the food wagon is operational during our busiest operating times.

Main Tasks and Duties:

- Responsibility for the day-to-day operation of the Food Wagon located at Durdle Door, overseeing and managing all aspects of food preparation and ensuring consistently high customer service.
- Supervise food wagon casual team, including assigning tasks, managing rotas, providing training, and monitoring performance – ensuring a positive working environment.
- Create a welcoming and friendly environment for customers.
- Ensure that all food is prepared and presented according to company standards and customer expectations and upselling where appropriate.
- Monitor inventory of food and beverages to ensure adequate stock throughout the season.
- Ensure compliance with health and safety and food hygiene regulations.

- Handle customer inquiries, concerns, and complaints in a professional manner.
- Managing floats and cash handling and operating an EPOS system till.

Duties Expected of All Staff:

- To undertake such personal staff development as is agreed to be necessary for the development of the role and the individual.
- To set a high standard of professionalism. This will include maintaining regular contact with colleagues, and customers verbally, in writing and via e-mail.
- To monitor customer satisfaction and continually seek ways of improving the service for which the post is responsible.
- To regularly review, adapt, and improve systems and procedures.
- To undertake an annual appraisal which clearly identifies targets for continued improvement.
- To take proactive responsibility for Health & Safety at all times, reporting accidents, incidents and near misses which may affect staff, customers and visitors.

This range of tasks should not be construed as definitive or exhaustive due to the changing external environment within which the Estate operates. Other duties may be required within the general scope of the post.

Person Specification:

	Essential	Desirable
<u>Qualifications</u>	<ul style="list-style-type: none"> • First Aid qualification or willingness to achieve. • Food Safety Level 2 or willingness to achieve • Full UK Driving Licence. 	<ul style="list-style-type: none"> • Level 3 qualification in Hospitality or equivalent type industry. • Food Safety Level 3 or willingness to achieve. • Personal Licence Holder or willingness to achieve. • Barista training
<u>Experience and Knowledge</u>	<ul style="list-style-type: none"> • Previous experience in a supervisory role in the food industry, preferably in a busy takeaway or a fast-paced hospitality setting. • Strong knowledge of food preparation techniques and culinary trends. • Previous experience of leading a team. • Experience of using till systems • Experience of ordering and Managing stock 	<ul style="list-style-type: none"> • Knowledge of forecasting, planning, sourcing, and ordering food and beverage supplies.
<u>Skills and Abilities</u>	<ul style="list-style-type: none"> • Excellent customer service skills. 	

	<ul style="list-style-type: none"> • The ability to problem solve and to handle multiple tasks simultaneously. • Strong attention to detail and cleanliness. • Good level of physical strength and stamina. 	
<u>Personal Qualities</u>	<ul style="list-style-type: none"> • Excellent timekeeping. • Excellent communication and interpersonal skills. • A strong work ethic, taking pride in delivering excellent service. • A positive, can-do attitude. 	
Other	<ul style="list-style-type: none"> • Flexibility to work evenings, weekends and Bank/Public holidays as required as well as covering any unforeseen rota changes. 	

Competencies Required of All Staff:

- Excellent interpersonal and communication skills when dealing with colleagues, visitors and external bodies at all levels.
- A positive, 'can-do' attitude.
- Keen to embrace and deliver change.
- Self-directed with a high level of personal drive.
- Commitment to achieving excellence through continuous improvement.
- Enthusiastic with ability to motivate.
- Ability to problem solve
- Prepared to work flexibly to meet work requirements including weekends and evenings to support the effective functioning of the department and wider Estate as required.
- Ability to contribute to achieving cultural change.
- Active commitment to equal opportunities

Terms and Conditions:

- This is a temporary appointment ending on 31st October 2025.
- The Contract of Employment will be based on the provisions of the Weld 1994 Settlement.
- The salary for this post will be dependent on qualifications, skills and experience.
- 40 hours per week over 5 days between 9am and 9pm. This role will include working daytimes, evenings, weekends

and bank holidays on a shift pattern basis.

- The annual leave entitlement will accumulate on a monthly basis pro rated to the hours you work each month based on 28 days (5.6 weeks) entitlement inclusive of public and Bank Holidays, to be taken during the period 1 January to 31 December inclusive of bank holidays or Christmas closure days.
- The appointment is subject to the satisfactory completion of a 3 month Probationary Period with a review after 1, 2 and 3 weeks.
- The notice period will be dependent on contract type.
- Membership of the Peoples Pension Scheme is available.
- The appointment is subject to the Estate receiving satisfactory references.

Applications

Applicants for this position must send their CV with a covering letter to recruitment@lulworth.com.

We are not accepting CVs at this stage from Recruitment Agencies

The Closing Date for Applications: TBC

Proposed Interview Date: TBC

We reserve the right to close this position before the published closing date, should the need occur. We therefore advise that you complete and submit your application as soon as possible.

Please add recruitment@lulworth.com to your list of safe senders to ensure that any correspondence from us does not go directly into your spam folder.

You will be asked to provide evidence of all the qualifications listed on your application form at interview.

Please ensure you read our GDPR Candidate Privacy Notice to understand how your data is processed. This can be found on the Lulworth website under the recruitment page or you can request a copy by emailing recruitment@lulworth.com.

Following receipt of completed application forms, if you have not heard from us within 2 weeks of the closing date regrettably you will not have been short listed on this occasion. All short listed applicants will be contacted within 2 weeks of the closing date or no later than 3 days prior to the interview date (where an interview date is specified).

Statement by appointed person:

(Section to be completed following offer of post to successful candidate)

I am pleased to confirm my agreement to the terms, conditions and duties stated within this job description and agree to undertake the role of Food and Beverage Supervisor at the Lulworth Estate.

Signed:

Print Name (Block capitals):

Date: