

# HECKINGTON WINDMILL TRUST

## TEA ROOM MANAGER - JOB DESCRIPTION

### Introduction

Heckington Windmill is an Award Winning & vibrant attraction where visitors can explore the themes of food, natural power and our history based on the unique working 8-sailed windmill. It is run by Heckington Windmill Trust – a registered charity and volunteer group

The Tea Room in the Miller's House is a key part of the operation. As well as providing a facility for visitors it enables them to enjoy home-cooked food made with flour from the windmill completing the field to fork experience.

The Tea Room is currently open every Friday, Saturday & Sunday 11am – 4 pm during the winter months, open till 5pm from Easter to September and increasing to Thursday – Monday (inclusive) 11am – 5pm during the summer school holidays. It is also open on Bank Holidays with the exception of Christmas and New Year. In addition there are out of hours visits by organised groups. Additional food preparation hours are required according to the season.

### Reporting

The Tea Room Manager is responsible to the Trust Board of the Heckington Windmill Trust (HWT), with appointed Line Manager/s

### Duties

The Manager must demonstrate the capability and sufficient experience to carry out the duties listed below and manage the team of Tea Room staff & volunteers.

The primary responsibilities of the Tea Room Manager are:

- To manage and work in the Tea Room reporting progress, status and concerns to HWT.
- To liaise and cooperate with the Trust to maintain the effective and well-ordered management of the windmill site.

### Operational Duties

- Maintain a roster of Tea Room volunteers, and manage the rota to ensure there is sufficient cover all periods when the Tea Room is open, and to ensure there is sufficient staff for known busy periods and special events.
- Work closely with the Bake House team to ensure sufficient and appropriate products are available in the Tea Room and for special events
- Manage and prepare the food on the menu with help from the volunteers in the Tea Room, taking orders from visitors, serving, clearing tables and washing dishes as necessary.
- Maintain suitable stock levels of food, ingredients, and disposable items, through regular and timely ordering of stock from suppliers for the Tea Room, Bakehouse and cleaner. Management and recording of wastage at end of each session
- To cash up the till at the end of each shift, passing cash and reconciliation sheets for the Finance officer on a daily basis, ensuring that all cash is safely locked away on site at the end of each shift.

- Ensure the Tea Room toilets are kept clean during opening hours, replenishing toilet rolls, paper towels and soap as necessary.
- Ensure all kitchen equipment is cleaned regularly to the required standard and maintained in working order
- Ensure the kitchen areas are cleaned at the end of opening hours and rubbish/recycling is disposed of.
- Liaise with the cleaners ensuring the building is cleaned regularly to ensure a standard of cleanliness is maintained

### Management Duties

- Be conversant with Environmental Health, Food Hygiene regulations and Health and Safety, particularly with the sections pertaining to risk. To carry out the required checks and inspections on the Tea Room equipment or delegate them to a competent person (HWT Volunteer or contractor)
- To undertake training as required in Food Hygiene, Health & Safety, etc as required by HWT
- To liaise with North Kesteven District Council for matters pertaining to Environmental Health issues in the Tea Room.
- Be conversant with the HWT personnel policies, contributing to their update, and taking the lead in personnel matters, recruiting, complaints and discipline as required by the Management Committee for Tea Room volunteers.
- Be a member of the Operational Services Team, attending meetings as required to ensure the smooth operation of the visitor services on site.
- To undertake the induction, training and mentoring of the Tea Room staff and volunteers, liaising with the Trust as necessary. Maintain a training record of their progress; and assess their capability to undertake their various tasks unsupervised.
- To ensure a high level of customer service and quality of food is maintained by the team and to report any issues to the management board.
- To deal with customer enquiries to the Tea Room by email and phone
- To work with HWT to produce seasonal varied menus in keeping with the “Field to Fork” ethos of the Trust. Maximising whenever possible the use of flour products from the mill and promoting high quality local sourced food whenever possible.
- To consider & propose options to improve the customer experience and showcase the products of the mill, brewery, and bake house within the Tea Room.
- To carry out any other duties as deemed necessary to ensure the smooth operation of the Tea Room