

# HOLKHAM

## JOB DESCRIPTION

TITLE	Catering Manager
LOCATION	Holkham, Wells-next-the-Sea, Norfolk
REPORTING TO ACCOUNTABLE FOR	The General Manager, Holkham Enterprises and Holkham Events Ltd. 3 Café Managers, Food & Beverage Manager, Sales Manager, Front of House Manager, Weddings and Events Planner
LATERAL RELATIONSHIPS	Hall Manager, Visitor Operations Manager, Head Gardener, Education Manager

### THE HOLKHAM ESTATE

Our vision is to see Holkham recognised as the UK's leading rural Estate against which others will measure their own success.

The Holkham Estate extends over 25,000 acres. The land and property-based activities include residential and commercial lettings, property development, arable and vegetable farming, forestry, country sports, an inn, a holiday park, beaches, car parks, admissions, cafes, shops, concerts and events.

### HOLKHAM ENTERPRISES AND HOLKHAM EVENTS LTD.

Holkham Enterprises and Holkham Events Ltd. are the business entities responsible for all visitor-related activity and income is derived from 3 car parks, 3 cafés, admissions to the Hall and related attractions, a gift shop, a 6.5 acre walled garden and an extensive education and events programme. Over the past 5 years there has been significant investment to transform the visitor experience at Holkham and 2016 saw the opening of our new state-of-the-art banqueting and events facility, The Lady Elizabeth Wing.

### OVERALL JOB PURPOSE

North Norfolk is emerging as a major UK tourist destination and around 800,000 people visit the Park, Nature Reserve, Hall and Beaches at Holkham each year. The Catering Manager has responsibility for our café operations open throughout the year, notably The Beach Café, Wells-next-the-Sea, The Courtyard Café in Holkham Park and The Lookout at the entrance to Holkham National Nature Reserve. In addition, this role leads our team responsible for generating weddings, celebrations and corporate business working with a number of approved caterers and suppliers.

This new post is an exciting opportunity to manage the catering and events operations at Holkham, including our concessions, achieving consistently high standards of customer service and quality whilst meeting sales and operating profit targets.

## MAIN RESPONSIBILITIES

- To lead and drive the operational teams to deliver an exceptional customer experience and food offer in our cafés.
- Working with the General Manager and the Estate's marketing team, to drive business for the Lady Elizabeth Wing ensuring that there are robust PR and sales and marketing plans in place and that our Sales Manager delivers on agreed income targets.
- To identify new, profitable ways to meet the needs of our visitors and to expand and develop our cafés and events business, driving secondary spend and providing business cases as required for new outlets.
- To manage and deliver agreed annual budgets and associated financial targets. To analyse sales results and control cost of sales, margins, labour costs and stock levels, achieving purchasing efficiencies.
- To work with the Food and Beverage Manager to achieve consistently high standards of food and presentation at our cafés – developing the menus and improving product range and seasonality.
- To be accountable for the recruitment, development and performance of all staff in these areas and to lead by example – observing, training, coaching and recognising great performance.
- To ensure compliance in all relevant areas of food hygiene, health and safety and security. In particular, to maintain our 5-star food hygiene rating at all three cafés.
- To help to ensure that the property and its equipment is well maintained and presented.
- To deputise for the General Manager as required and to contribute to the wider performance of the Estate and assist colleagues in meeting their objectives in line with Holkham Estate's behaviours.

## PERSONAL QUALITIES

The successful candidate should be a financially astute, commercially driven and ambitious individual, an experienced manager with proven ability for managing and motivating staff, a good knowledge of catering and events and a track record of delivering exceptional customer service in the tourism or leisure sector. Specific café experience is desirable.

This is a hands-on role, whereby you will need to be operationally highly visible and active. Genuine enthusiasm, a keen eye for detail, an appreciation of quality and a willingness to lead from the front and to work calmly under pressure are essential. You must have the right to live and work in the United Kingdom and have a full, clean driving licence. Weekend and Bank Holiday working will also be required.