

Murton Trust for Education and the Environment – SC031554

Position Title: Hospitality and Tearoom Manager Hours: Minimum 35 hours per week. Permanent Contract

The Murton Trust Hospitality Manager is part of an executive team of managers working collectively to drive forward the Trust.

Accountabilities

- ensuring that the tearoom and hospitality is managed efficiently and effectively.
- delivering first class customer service at all times, to all at Murton.
- Work to and within set budgets for staffing, sales and profit.
- Maintain updated records of daily, weekly and monthly revenues and expenses.
- Hire and train new staff when required.
- To continually strive to improve sales and services.



Responsibilities

- Maintain and develop hospitality in accordance with the strategic plan, purpose and objectives.
- Work with the team to maximise the potential of the Trust and its site, the community and the Trust's profile.
- Manage day-to-day operations.
- Coordinate with suppliers and order supplies. Review suppliers on a regular basis.
- Review menu items based on seasonality and customers' preferences.
- Advise staff on the best ways to resolve issues with customers and deliver excellent customer service.
- Ensure a high level of cleanliness across all areas of the tearoom.
- Dealing with the public in a polite and helpful manner. Nurture friendly relationships with customers
- Responsible for cash reconciliation.
- Work with all staff to raise awareness of the Trust and its work.
- Ensure our resident cat, Henry, is well fed.

Education Attainment & Accreditation

- Formal industry qualifications or relevant equivalent experience.

Professional Skills & Experience

- Strong managerial skills and performance delivery focus
- Excellent communication skills, both verbal and written.
- High standard of computer literacy.
- Have excellent knowledge of food hygiene procedures and how to handle food safely.
- Have a confident and friendly manner with a positive approach to solving difficulties.
- Understand safe working practices and health and safety legislation.
- Understand all safety procedures relating to fire and security.
- Cash handling and reconciliation experience.
- Ability to understand and generate budgets.

Interpersonal Skills & Qualities

- Demonstrable ability to deliver excellent customer service.
- Demonstrable ability to plan and prioritise own workload with minimum supervision.
- Ability to work as a member of a close-knit team.
- Ability to get the best out of people to deliver results.
- Unwavering ethical, safety, environmental and responsibility values
- Excellent personal hygiene and self-awareness.

This job description reflects the current position and may change in emphasis or detail in the light of subsequent development and improvements.

Murton is a Scottish Charitable Incorporated Organisation (SC031554) with a dual educational and environmental purpose. We are situated on a former quarry near Forfar in Angus and manage a thriving nature reserve, visitor farm and tearoom set in 100 acres.

Mission Statement

To provide a unique environment in which children, young people and adults can learn and develop skills for life.

The vision

Murton wishes to enrich people's lives by using our site to its full potential. We can offer our unique environment as an educational tool that has a positive impact on all ages. We hope to be a thriving and sustainable charity valued in the community and recognised nationally.

Our aims

The specific aims of Murton are:

- To provide educational opportunities that encourages learning and developing skills for life.
- To maintain and establish a thriving nature reserve that encourages access to the outdoors.
- To effectively run a visitor farm and tearoom on our site that offers a recreational and leisure facility and generates income to support our educational work.
- To maintain and develop a strong local involvement in our work and site.