**Job description Cookery School Manager**

**The role**

Working with the Senior management team the post holder will have responsibility for the direction and management of The Cookery School ensuring all work remains focused around the vision, mission and values of the facility.

Co-ordinate the daily visitor operations at FV ensuring the delivery of an accessible, exciting, and interactive visitor attraction, five-star customer service standards and income levels in line with agreed targets.

**Visitor experience**

Working with colleagues, assist in the creation and delivery of new classes and workshops to maximise revenue and enhance the business; focusing on local and seasonal produce.

* Offer a positive first impression and excellent customer service to our visitors, groups and local community, and, ensure all members of the team do the same.
* Provide content for social media, website and other publications to encourage people to visit, especially during quieter periods, and ensure our visitors are well-prepared with accurate pre-visit information.
* Act as manager on a rostered basis, which requires the post holder to manage and oversee the daily operations of the site during opening hours and respond to incidents
* Support the delivery of a five-star customer service culture and visitor experience, ensuring visitors receive a personal, knowledgeable and positive level of service on a daily basis
* Support the induction process for sessional staff

**Budget & Marketing**

* A strong aesthetic sense and ability to work alongside other colleagues across the organisation to create an award-winning space that reflect quality.
* Demonstrable experience of successfully increasing revenues through effective marketing and promotional plans
* Successful financial/budgetary management

**People skills/Emotional Intelligence**

* Liaising with and support any volunteers involved in the sessions
* Work with children and young people and adults with additional needs to give them confidence to participate in cooking using raw ingredients.

**Community Engagement**

* Actively foster and maintain good local community relations and work in partnership with affiliated and community organisations to promote the organisation.
* Adapt services throughout the year in line with the seasonal needs of the business
* Oversee the design and delivery of the culinary therapy workshops
* Manage the sessional chefs and tutors in the delivery of culinary therapy workshops

**Staff leadership**

* Prepare effective team rotas and holiday allocation to meet business needs.
* As a member of our duty manager team, responsible for ensuring a safe and smooth visitor operation, addressing issues, and opening/closing up the visitor centre.

**Health & safety**

* Maintenance of health and safety, and hygiene standards to the high level always Ensuring we remain compliant with our health and safety procedures and record-keeping.
* Work within an environmental agenda to ensure effective zero waste and waste management protocols

**Technical Knowledge**

* Ensuring innovative ideas and current trends in catering are constantly being delivered in cookery school
* Develop an authentic Scottish cookery experience for visitors and guests
* Devising, costing and sourcing menu items and consistently looking at ways of maximising income through effective purchasing and creative merchandising
* Regularly monitoring customer feedback, Mystery Visitor and Visit Scotland Audits and develop suitable action plans based on the results

**Performance indicators and targets**

* Share responsibility for monitoring weekly, monthly and annual sales performance and achieving targets for income.
* Evaluate reviews and ratings from visitor surveys and visitor feedback to improve visitor enjoyment.
* Work within budget for staffing, equipment and other expenditure needs.

**Training**

Deliver accredited training in food preparation, cookery and other food associated qualifications.

**Application Notes:**

Job Description, Person Specification and Job Application is available for download below.

Closing date for receipt of applications is Friday 13th May @ 9am.

Interviews are expected to take place week beginning 23rd May 2022.

For an informal chat about the post please contact us on 0845 528 0040

**If you are interested in this offer, please send us your application form to** [**info@silverstag.scot**](mailto:info@silverstag.scot)

**Membership of the PVG scheme will be an essential requirement of the post.**