



# SANDRINGHAM

NORFOLK · ENGLAND

Sandringham is the much-loved Country Retreat of Her Majesty the Queen and the British Royal Family. Nestled in beautiful Norfolk countryside the Country Park and Visitor Centre have most recently undergone major improvement works to facilitate welcoming nearly 500,000 visitors a year.

## FOOD & BEVERAGE MANAGER

The catering operation has recently been brought in-house, having been previously managed by an external caterer. We are now looking for a highly motivated and inspiring Manager to lead on the development and delivery of our new catering strategy.

With an extensive main Café with 150 covers and Terrace “grab and go” with 50 covers, the successful candidate will have extensive experience of managing a similar sized operation, ideally in a cultural or heritage setting. They will also be creative bringing fresh ideas to develop new kiosk outlets, pop up café’s and event catering.

### Job Description

The Food and Beverage Manager will report directly to the Visitor Enterprise Manager and will be directly responsible for every aspect of Sandringham’s Food and Beverage operation including managing the £1.5M turnover. Working closely with the team the position requires a strong focus on delivering consistently high-quality catering and excellent customer service to ensure every single experience is of outstanding quality.

This is a full-time role and is one of our key positions.

The position requires a passion for food, experience of successfully leading and motivating a team and an understanding for delivering great results and exceeding customer’s expectations.

### What you will be doing?

The candidate will need to be a pioneer, someone to take catering at Sandringham forward to new heights, not just as a facility but as a destination. Pro-actively managing the team with the Operations Manager and an aptitude to respond to 'busy' particularly in peak season when the Visitor Centre can welcome up to 2000 visitors daily, will be key in making a success of the operation.

As well as keeping KPIs on target the Food and Beverage Manager will liaise with the wider team across the Sandringham Estate to maximise commercial opportunities and provide an exciting and high-quality service to visitors.



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## Who we're looking for

- An inspiring, motivating leader with strong coaching, developing and supervising skills - comfortable with giving constructive feedback when necessary.
- A “can do” proactive attitude and enquiring mind.
- Quality, presentation and service-driven.
- Creative and driven to deliver the best service, the best food and the best visitor destination in Norfolk.
- Able to understand visitors and their experience - to take pride in delivering excellent customer service – personally, and through your team.
- Able to express ideas and unafraid to test them out.
- Experience of managing a Food & Beverage operation with multiple outlets.
- Experience of setting, working towards, and achieving targets for yourself and your team.
- Food Hygiene qualifications and Health & Safety compliance.

## What's it like to work here?

The Visitor Enterprise team at Sandringham are a fresh, vibrant and dynamic team who enjoy nothing more than a challenge! The vision is a developing one which has been invested in strongly over the last 18 months. Sandringham as employers believe in a good work life balance and an active healthy lifestyle.

## How to apply

Please send an up to date CV and a covering letter to [debbie.woods@sandringhamestate.co.uk](mailto:debbie.woods@sandringhamestate.co.uk)

Closing date: **Monday 2 November 2020**