



Job description – Head of Tearoom

Post title: Head of Tearoom- Tearoom Manager

Terms: Full time (35 hours/ week) *

Salary: Above Living Wage

Reports to: Chief Executive

Location: Stables Tearoom, Paxton House, Paxton, Berwick upon Tweed, TD15 1SZ

*35 hours a week worked 5 days out of 7 at times to suit the needs of the role (this will include regular weekend duties on a rota basis). With potential for seasonal flexibility.

Role Summary

The Tearoom Manager is responsible for creating and delivering delicious food, directing and organising the team and overseeing the delivery of an efficient, high quality and friendly service, maximising profitability, and ensuring company objectives are met. Ensuring the highest standards of customer service are delivered and smooth service and consistency are achieved for our customers. Providing vision and leadership to take the tearoom and visitor attraction to the next level.

The Organisation

Paxton House is an 18th century Palladian mansion designed by John and James Adam. The House and 80 acres of designed landscape and gardens are located five miles from Berwick upon Tweed. The River Tweed that signifies the border between Scotland and England provides the southern boundary to the Estate. The collections at Paxton are incredibly special, including one of the largest collections of Chippendale and Trotter furniture which is recognised by Museums Galleries Scotland (MGS) as nationally significant. In 1988, the House and Estate was gifted by John Home Robertson to the nation for the benefit and enjoyment of everyone with a Charitable Trust established to manage and progress the next development of the House as a key heritage and cultural visitor attraction.

We have set out an ambitious vision; to be a place for everyone every day. We now need to focus on making the tearoom the heart of our visitor attraction and region.

What you will be doing

Reporting directly to the ,Chief Executive the Tearoom Manager is a pivotal role in



the Senior Management Team and operates with a significant degree of autonomy.

You'll be responsible for developing a fantastic must visit experience in the tearoom gaining local recognition as the place to go!

-You will be responsible for managing a team- organising rotas and ensuring staffing levels are appropriate. Creating and motivating a team with high levels of enthusiasm and excellent customer service.

-Have a flair for cooking and a natural ability to prepare delicious home cooked meals using fresh ingredients.

-Have a passion for baking to produce delicious and popular cakes for our Tearoom.

-To assist in the preparation & serving of food and drinks in a busy catering environment.

-Respond directly to customers, ensuring friendly and exceptional customer service.

-Operation of the till, to include day end procedures.

-Maintain the highest levels of cleanliness and housekeeping within the tearoom.

-Ensure displays of food and drink are attractive and well stocked.

-Ensure tables are cleared quickly and available to waiting customers.

-Prioritise workload to ensure timely delivery of service and efficient operation within the Tearoom.

-Responsibility for the preparation and efficient delivery of events and group bookings liaising with events team.

-Induction and training of new staff according to company policy.

-Manage team and rotas efficiently ensuring adequate staffing levels.

-Think creatively and imaginatively

-Support the events manager

-Ensure high hygiene levels are maintain and all health and safety food regulations are maintained



Health and Safety

- Monitoring and reviewing any H&S incidents
- Ensure the fulfilment of all Health, Safety, and food hygiene standards.
- Devise, implement, monitor and manage staff training necessary for safe operation of all staff working in tearoom environment

Other

- You will work in accordance with the provisions of the Health and Safety at Work Act 1974 to take reasonable care for the health and safety of any person who may be affected by your acts or omissions in carrying out your duties.
- You will support the Events Manager in enabling income generating events such as Afternoon Tea, Special events, Christmas Cracker etc.
- You may be asked to carry out other duties as may arise from time to time and which may be reasonably accommodated within the posts grading level.

Who We Are Looking For

The ideal candidate will possess the majority of the following skills:

- Extensive experience in tearoom management
- Passion for food
- Experience working in a historic, heritage or tourist type environment, and an understanding of the unique challenges this can present (desirable)
- Excellent leadership skills
- Proven track record of managing budgets, finances and compliance
- Working knowledge of Health and Safety legislation
- A good level of IT competency, confidence using Excel
- Ability to balance competing priorities
- Adaptable, enthusiastic and self-motivated in developing the role



How To Apply

Please email your CV with expression of interest letter (no more than 2 sides of A4) explaining why you are a good fit for the role to info@paxtonhouse.com

Closing date: 8th of April 2024