



ROLE:	Catering Manager
TERM:	Permanent
REPORTS TO:	The Head of Catering for The Auckland Project
DIRECT REPORTS:	Catering Supervisors, Chefs

Introduction

Auckland Castle Trust (ACT) was set up by Jonathan Ruffer in 2012 with an ambitious and radical vision: to transform a 900-year-old bishop's palace from an unknown private dwelling into a vibrant world class heritage attraction and catalyst for economic and social regeneration. Within 5 years, this £70m project will attract over 200,000 visitors and £4 million per year into the town and surrounding area. ACT will provide new direct opportunities through employment, volunteering and participation to the local people of County Durham and aims to stimulate opportunities for enterprise linked to the development of this internationally significant visitor destination.

The first few years of Auckland Castle Trust (ACT) have seen the site secured. The project now extends to a series of related elements, both in Auckland Castle and in the nearby Market Place of the town itself. This includes;

- Restoration of Auckland Castle¹, the palace home of the Prince Bishops of Durham for more than 800 years, with grade I listed architecture one of Europe's largest private chapels, and the celebrated Zurbarán pictures, placed there 250 years ago as a plea for religious tolerance, will be fully restored to its original gothic opulence.
- An innovative re-interpretation of the Walled Garden: Dating back to the 17th Century, the Walled Garden will be re-imagined, complete with a contemporary glass restaurant and its own apprenticeship programme offering training in catering, horticulture, building skills and visitor services
- The Faith Museum: the first museum of its kind exploring faith in the British Isles from pre-history to the modern day
- A Spanish Gallery: Celebrating the Golden Age of Spanish and Latin American art
- A new Welcome Building in the Market Square
- A Mining Art Gallery: Using artworks painted by miners and about mining to celebrate the heritage of the North East

Work on much of the project is now well underway, with the buildings due to open in stages between 2017 and 2019.



Job Purpose

We are looking for a highly motivated individual to take on the role Catering Manager at The Auckland Project.

If you have a passion for food, are a strong leader and have good commercial awareness, we would love to speak to you.

The role is both rewarding and demanding and requires someone who has some experience in the catering industry, with passion for quality and drive to increase and maximise sales in our new day visitor restaurant, which will be opening at the end of the year.

If you have proven management experience, we would love to talk to you about joining us

The Role

Our Catering Manager will to lead our Restaurant team to deliver an exceptional, seamless experience for our visitors throughout their food and beverage experience in Bishop Auckland Castle. This is a fantastic opportunity for someone who is passionate about hospitality, excellence, customer service and the world of food & beverage.

Reporting to the Head of Catering, this role will oversee the day to day operations of the Castle day visitor restaurant and will be responsible for our guests and employees.

You will organise the operation, plan effectively, train our outstanding team and support in managing the restaurant to achieve all of its targets in sales, costs, guest service and satisfaction.

The Person

The successful candidate will be a friendly, well-presented and enthusiastic individual who prides themselves in excellent customer care and attention to detail, creating lasting impressions by exceeding expectations consistently. with the drive, imagination, passion, enthusiasm and practical business acumen to complement this unique estate.

Previous restaurant management experience in a retail / day visitor restaurant is essential.

The main objective is to provide a day-to-day management role for the operation at Bishop Auckland Castle looking after our on site catering setups as well as the events held in the grounds. The Catering Manager must ensure the smooth planning and delivery of a first class product to the client and general public visiting this unique venue. All of this whilst managing the business needs, achieving financial targets and constantly improving performance standards through the training & development of the front line team members.

Key Outputs and Accountabilities

- To oversee the provision of excellent service.
- To be the guardian of financial controls, compliance and operational excellence across all catering functions within the venue
- To be responsible for the overall operations and liaising with the Head of Catering to deliver best practice
- To ensure that guest and colleague relationships are built, maintained and expectations exceeded at all times



- To provide direct liaison between the Head of Catering, customers and venue team ensuring clear communication of each party's needs and expectations.
- To ensure the smooth induction of all new team members

The successful candidate will be full of personality, spark and charm. You will be someone that genuinely enjoys working with others. Ideally you will have strong experience in a similar environment and be sales focussed and target driven. The ability to be pro-active in terms of marketing and increasing sales is also an important part of the role.

Person Specification

Essential	Desirable
Experience of managing a retail / day visitor restaurant	Experience of multi-site operations
Previous line management experience, including training and developing a team	Knowledge of apprenticeships
Be self-motivated and show the ability to work in a pressurised commercial, customer facing environment	Food hygiene
The ability to communicate effectively and across departments	
Maximise sales and profitability and meet targets	
Knowledge of food, food hygiene and health and safety	
Financial awareness and budget control	
Excellent IT Skills	