



Kent & East Sussex Railway



TENTERDEN TOWN STATION, TENTERDEN, KENT TN30 6HE
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JOB DESCRIPTION

Department	Hospitality
Job Title	Hospitality Team Leader
Reporting To	Hospitality Manager
Position	Full Time
Location	Tenterden
JD Review Date	October 2023
Safety Critical	This is a Safety Critical position, with responsibility for promoting the best possible standards and safety culture within the Hospitality Department and across the railway.

JOB PURPOSE

- To maintain the highest standards of safety, leadership and competency within the Hospitality Department to ensure the safe, efficient and timely operation of the K&ESR Hospitality programme in accordance with the Safety Management System, Company Policies and the Commercial needs of the Railway.
- Act as a Duty Team Leader to oversee the delivery of the days Hospitality services.
- Undertake production of high-quality meals in station and on-train food preparation areas

KEY RESPONSIBILITIES

SAFETY

- Proactively supervise safety in the workplace
- Ensure legislative safety and food hygiene requirements are met

BUSINESS

- Act as Duty Team Leader
- Prepare meals to exacting standards
- Take a hands-on leading role in delivery of high-quality front of house services
- Work closely with the Commercial Office in the management of bookings
- Take a proactive role in the ongoing development of Hospitality services
- Keep abreast of market trends to maximise profitability & suggest the need for change
- Work proactively to maintain reputation
- Ensure accurate records of purchases, sales and food hygiene controls are maintained
- Develop a close working relationship with colleagues
- Assist with the recruitment of volunteer staff

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PEOPLE

- Actively encourage colleagues to maintain high standards of performance, productivity and competence through excellent leadership, effective communication, coaching and relationship management.
- Proactively encourage volunteers into the Hospitality Department in accordance with the future needs of the Railway and required competencies.
- Assist with ensuring suitable cover is maintained during periods of absence or leave.

PERSONAL

- Role model
- Liaise on Hospitality matters with other departments as required.
- Where valid competency is held, provide cover in other areas in the event of staff shortages.
- Be prepared to work unsocial hours and weekends as required.
- Perform any other reasonable duties as required by senior managers.

KEY SKILLS

- Confident in preparation of meals
- Good interpersonal and leadership skills
- High level of organisational and planning skills
- Self-motivated and flexible
- Ability to prioritise and think clearly under pressure
- Ability to refine processes and suggest change
- Able to plan and apply a critical path analysis to problems
- Successful completion of Railway Safety course
- Basic IT competence

RESOURCES FOR WHICH THE JOB HOLDER IS ACCOUNTABLE

- People – Salaried, casual and volunteer colleagues.
- Budget – Work within the allocated budgets set by the Hospitality Manager
- Safety – For self and colleagues.

KESR VALUES & BEHAVIOURS

- We are all One Railway. Within the K&ESR family we work together and support each other to ensure the Railway can thrive.
- We operate a safe Railway.
- Each one of us, in whatever role we play, has a stake in the overall wellbeing of the Railway. We have collective responsibility for the Railway's success. We do not do "us" and "them".
- We recognise the importance of communication which should be open and transparent.
- If we disagree with anything, we do so constructively with the intention of finding a better, agreed, solution.
- We look for solutions that are proportionate and practicable.
- We take pride in what we do, and in our Railway and its surroundings.
- We want our visitors to go away having had a positive experience and looking forward to coming back.
- We value our people, paid and unpaid. We treat each other with respect.
- We challenge those who do not display these values and behaviours.

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SAFETY MANAGEMENT SYSTEM

- All employees have a general duty in law to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.
- All employees must understand and be committed to the Kent & East Sussex Railway Safety Management System and safety priorities and be aware of their contribution to such priorities.
- All employees must also be aware of and comply with all current health and safety legislation and any other Kent & East Sussex Railway requirements that are relevant to their role.

Job Description	Prepared By	Accepted By
Name		
Signature		
Date		

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