

## **JOB DESCRIPTION**

**Post:** Food & Beverage Manager

**Responsible To:** Head of Operations

**Summary of post:** To be responsible for all F&B operations across the site

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### **Duties and Responsibilities:**

1. Continuously evolve and elevate the customer experience, ensuring the Food & Beverage team consistently delivers attentive, knowledgeable, and memorable service.
2. Champion the implementation and ongoing improvement of service delivery standards, setting the benchmark for industry-leading customer service.
3. Take full ownership of the F&B budget, driving operational efficiency and maximising profitability across all areas.
4. Identify, propose, and lead innovative initiatives that fuel sustainable business growth and enhance the customer journey.
5. Oversee the planning and execution of internal events, collaborating closely with the Events Manager and kitchen team to consistently exceed guest expectations.
6. Line-manage front-of-house staff, cultivating a dynamic, collaborative culture that empowers individuals and elevates team performance.
7. Maintain accurate stock control across all F&B operations, minimising waste and ensuring the consistent availability of high-quality products.
8. Develop and implement robust costing and pricing strategies that guarantee value for money while achieving agreed profit margins.
9. Establish efficient staffing structures that balance exceptional service delivery with cost-effectiveness.
10. Ensure our vision, values, and ethos underpin every customer interaction and touchpoint.

11. Actively engage in staff development programs, participating in training opportunities that support both personal growth and operational excellence.
12. Adhere to all relevant legislation and company policies regarding health & safety, data protection, and compliance standards.
13. To demonstrate positive personal and professional behaviour as specified in the Staff Code of Conduct.
14. To undertake any other duties as reasonably requested.

## **PERSON SPECIFICATION**

### **Food & Beverage Manager**

<b>Skills and ability</b>
Proven track record of inspiring and leading large teams to consistently deliver outstanding service across all customer service touchpoints
Exceptional organisational skills, with a strong aptitude for nurturing a positive, inclusive, and high performing team culture
Proven management experience, preferably within the food and beverage industry - demonstrating commercial acumen and a history of driving strong business outcomes
Hands on experience of leading end to end events delivery, including staffing, logistics and seamless on the day execution
Successful leadership of fast paced, dynamic operations with a focus on continuous improvement and operational excellence
Genuine interest in premium food and drink, with a proactive approach to staying ahead of evolving industry trends
Authentic passion for upholding and enhancing Macknade's reputation for quality, value, and a truly memorable guest experience
A proactive commitment to ongoing personal and professional development through training and continued learning

## Macknade Vision, Mission and Values

### Infinite Goal

What we are striving for, but accept we will never fully complete...

Human & environmental harmony.

### Our Purpose

Why we exist...

To bring communities together around a shared love of food & drink.

### Our Mission

What are we doing now to get us there...

We curate 'favourite places' that unite our customers, our teams and our suppliers around incredible food & drink.

### Our Values

The guiding principles at the heart of our business...

#### 1. Curiosity

We live in an ever-changing world and we navigate this by learning, maintaining an inquisitive mindset and having the courage to change & adapt. We love to learn and share our learning with our community.

#### 2. Candour

We have an earnest and transparent relationship with our customers, our teams and our suppliers - always willing to challenge and be challenged. Honesty & openness sits at the heart of who we are.

#### 3. Care

We have a 175-year legacy of caring for our environment and the community around us. We care for ourselves, for each other and our world as a whole - knowing what we do today will have an impact on others tomorrow.

#### 4. Quality

Everything we do is rooted in quality: in our produce, in our people and in the experience we deliver. Guided by the Italian principle of 'Qualita/Prezzo' - price must always reflect quality - and our aim is always to deliver more.

#### 5. Contentment

Above all we must be happy in what we do. Communities are built around a collective contentment and we want Macknade to make people feel good.

Quality & Community Since 1847

### Brand Statement

Macknade creates spaces and experiences that bring communities together. Encompassing retail, hospitality, events, food service and farming, the Macknade brand has been synonymous with quality and community since 1847.

With strong roots in the Garden of England and the island of Ischia in Italy, Macknade brings producers, suppliers, and consumers closer together around great food & drink.

Explore our Faversham Food Hall or visit [macknade.com](https://macknade.com) for hampers & gifts delivered direct to your door.

## TEAM BENEFITS – 2025/2026

### FOOD

- Enjoy daily staff lunches and fresh fruit – on us!
- Keep saving with 10% off at all Food Village traders, including Wild Box

#### ✦ New This Year

- **Staff Sampling Experience** – Each month, one team member will get to choose a product from across the store to try and share their thoughts
- **Birthday Lunch Treat** – Celebrate your special day with a dish of your choice from our kitchen

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### HOLIDAYS

- Receive **2 extra days of annual leave** after 5 years of continuous service.

#### ✦ New This Year

- **Loyalty Leave Boost** – Get **one extra day off after 10 years' service**, and every 5 years after that

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### DISCOUNTS

- Continue saving on everyday items with **Perks at Work**
- Discount on our **Big Green Egg** range of **40%**, plus **50% off accessories**
- Work **loans** for **bicycles** and **BBQ's** for all eligible staff
- **20% staff discount** across the company
- Special **30% discount weeks four times** a year: March/June/September/December

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### WELLBEING

- Full reimbursement for **flu vaccines**
- Access to **free financial advice**
- Access to **free online wellbeing sessions** with **Perks at Work**
- Access **6 free counselling sessions** at **Faversham Counselling Service**
- **Top to Toe Fitness** – enjoy **40% off** classes

#### ✦ New This Year

- **Serene Therapies** – **10% off** all treatments
- **Sea Scrub Sauna** – **Free membership**, plus discounts on all sauna offers!

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### HEALTH

#### ✦ New This Year

- **Paid time off** for urgent cancer screening appointments during your working hours
- **Free NHS health checks** delivered at work
- A **year-round calendar of wellness activities** including:
  - Monthly health awareness campaigns
  - Regular updates and resources to support physical and mental wellbeing
- **Paid volunteering opportunities** – for individuals and team-based initiatives

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### FUN!

- Enjoy our regular team socials, including:
  - **Summer Event**
  - **Fireworks Night**
  - **Christmas Party**
  - **Festive Staff Drinks**