

Job Title:	Catering & Bar Manager		FTE = 1
Employer	Tenterden Golf Club		
Type of contract	Annualised hours (calculated on an average of 37.5 hours per week)		
Salaried Post	Yes	Salary	£32k - £40k OTE
Paid Overtime	Yes	Overtime rate per hour	Flat Rate
Reports to	General Manager		
Benefits:	See contract and Staff Handbook		
Additional Roles	First Aider & Fire Marshal		

Overview/Main Responsibilities:

Reporting to the General Manager, the Catering and Bar Manager (CBM) will lead both the culinary and front-of-house restaurant and bar operations at Tenterden Golf Club.

The CBM is a key role within the leadership and management structure of the golf club and is expected to develop and deliver a first-class food and beverage service for the Club's membership, their guests and visitors, and which will also be attractive to new members.

The CBM will have considerable experience of working within a commercial kitchen environment as either a chef/cook or chef/cook manager together with experience of running a bar or restaurant. The CBM will be the Club's head chef/cook and will be the named licensee for the Golf Club.

The CBM will be expected to build on and extend the Club's existing bar and food offer, in particular developing the lunchtime offer utilising the opportunities presented by the five distinct eating areas, those being the restaurant, bar area, balcony, patio and halfway house. This presents an opportunity for the CBM to bring their own personality and style of cooking into the menu offer. The CBM is encouraged to create and promote seasonal and themed events/menus.

When not carrying out duties in the kitchen, the CBM is a front of house role and a key point of contact for members, guests and visitors. The CBM should present themselves as an ambassador for the Club focussing on high quality service delivery, promotion of the Club's 'One Team, One Club' philosophy and supports the General Manager and other departments in the delivery of the Club's Business Plan.

With the support of their staff, the CBM will develop and agree with the General Manager costed menus for

- Club events
- Open events
- Golf societies
- Daily use within the Clubhouse and Halfway House
- Bar food (for when the kitchen is closed)

- Private events
- Specials/offers

Supported by the General Manager and Finance Officer, the CBM will submit a budget for the Bar and Catering department at the start of each financial year and will be held responsible for keeping costs and expenditure within the budgetary boundaries set and agreed.

The CBM, together with the Catering and Bar team under their supervision, will always uphold the highest standards of service, professionalism and cleanliness, and present the clubhouse as an efficient, courteous and welcoming environment for members, guests, visitors and colleagues at all times.

Key Responsibilities:

Culinary Leadership

- Lead chef
- Line management of restaurant and bar staff (Catering & Bar Assistants).
- Increase food and beverage sales in line with targets set by the General Manager.
- Oversee all kitchen operations, ensuring excellence in food quality, presentation, and hygiene.
- Design and execute innovative menus for events, golf society days held at the Club as well as a menus and dishes for daily consumption by Club members, guests and visitors.
- Source premium ingredients and manage supplier relationships to maintain high standards and cost efficiency.
- Ensure that there is tight financial control in relation to purchases, stock and wastage. Ensure that all stock is stored efficiently and economically.
- Ensure compliance with health and safety regulations and maintain impeccable cleanliness and food safety practices.
- Actively participate in food preparation and service, leading by example in the kitchen.
- Ensure that all staff involved in the preparation, cooking and serving of food are trained to the required standard.

Front of House Leadership

- Lead and inspire the front-of-house team to deliver exceptional guest service and hospitality.
- Oversee daily service operations, ensuring smooth coordination between kitchen, restaurant, halfway house, bar service and staff
- Maintain high standards of customer care, ambiance, and overall member, guest and visitor experience.
- Enforce the Club's dress code and etiquette rules
- Handle feedback with professionalism and a commitment to continuous improvement.
- Collaborate with all departments to ensure seamless integration of dining during events.
- Foster and develop current weekly and yearly events and social evenings, as well as actively participate in the development of new future events.

Team Development & Leadership:

- Recruit, train, and mentor a diverse team across kitchen and front-of-house roles.
- Foster a positive, inclusive, and high-performance culture.
- Identify and nurture talent, providing opportunities for growth and skill development.
- Promote teamwork, accountability, and a shared passion for excellence.

Other responsibilities:

- Line manages all staff within the Catering and Bar department.
- Be responsible for the welfare and safeguarding of all Bar and Catering staff whilst they are in the workplace.
- Ensure that all line managed staff have received the agreed induction program within the first week of their employment and that a record of this is kept in their personal file.
- Ensure that there is always appropriately trained staff on duty covering all roles throughout advertised opening times as per the rota agreed with the General Manager.
- Ensure that the staff rota is prepared monthly and posted two weeks in advance of the commencement of the new month.
- Keep overtime to minimum and always agree pre-planned overtime with the General Manager in advance.
- Ensure that only trained and authorised staff and volunteers work in the kitchen and bar.
- Ensure all line managed staff receive an annual appraisal
- Ensure all staff have appropriate, current qualifications (particularly Food Hygiene Certification) in accordance with relevant legislation and local authority Environmental standards / guidance
- Ensure the efficient replenishment of stock and manage the regular delivery of stock to ensure no stock outs, accurately record deliveries and returns.
- Ensure that all stock is entered onto the Club's stock control database before it is available sale.
- Ensure that all out of date, distressed or waste stock is appropriately recorded on the stock control database.
- Complete a stock take at the end of each financial quarter so that the results can be included in the General Manager's report to the Executive Committee.
- Ensure that the Clubhouse, balcony, patio and halfway house are presented at all times to the highest standard.
- Take responsibility for the cleaning of all areas within the Catering & Bar department, including all internal windows, doors fixtures and fittings.
- Agree with the General Manager a cleaning schedule for the kitchen, restaurant, bar, balcony, patio, halfway house and cellar (including all pipes and fittings).
- Ensure that all Bar and Catering department staff are trained and competent in delivering all required cleaning.
- Ensure the premises, equipment, stock and cash are secure during periods of closure.
- Collect Green Fees and Buggy Payments when Pro Shop is closed
- Ensure that the Clubhouse is appropriately and seasonally decorated, ensuring that any funding is agreed with the General Manager
- Ensure all Tips and Gratuities are collected in accordance with Club policy

- Locking up responsibilities – all members of staff engaged in the locking up procedure at the end of the day must ensure that the Clubhouse is closed down and locked in accordance with the agreed procedure, that the golf buggies are plugged into their chargers and the correct locks applied to secure each vehicle, that the roadside barrier at the practice ground is locked and the barrier to the main car park is lowered.
- Carry out other reasonable duties and requests made by the employer.

Person Specification		
Qualification/Experience	Essential	Desired
Must be over the age of 18 (Requirement for the sale of alcohol)	Yes	
C&G/NVQ Level 3 Catering qualification		Yes
Significant commercial kitchen experience working in C&G/NVQ Level 3 role(s)	Yes	
Commercial kitchen management experience	Yes	
Line management/supervision of staff experience	Yes	
Bar supervision/management experience		Yes
Valid Personal Licence issued under the Licensing Act of 2003 (Training provided upon appointment)	Yes	
Current food hygiene certificate	Yes	
Valid COSH training certificate (Training will be provided if needed)	Yes	
Valid manual handling training certificate (Training will be provided if needed)	Yes	
Qualified First Aider (Training will be provided if needed)	Yes	
Qualified Fire Marshal (Training will be provided if needed)	Yes	