

THE CLINK RESTAURANT

Job Title:	Restaurant Manager Trainer
Reports To:	General Manager Trainer
Areas of Accountability:	Front of house & all Prison Learners within the front of house environment
The Clink Restaurant Company Vision:	The aim of The Clink Charity is to reduce re-offending rates of ex-offenders by training and placing graduates upon their release into the hospitality industry.
The Clink Restaurant Company Purpose:	<p><i>Changing attitudes, transforming lives and creating second chances</i></p> <p>The charity represents a genuine opportunity for change and has developed an engaging and integrated training programme which gives prisoners a chance to gain professional qualifications whilst in prison, and supports them on their release in finding employment in the catering & hospitality industry. Prisoners have the chance to gain City & Guilds NVQ qualifications in food preparation, food service and food safety, as well as gain experience whilst working in a fine dining restaurant which is open to the public.</p>
Job Purpose within The Clink Concept:	An operational training role to manage the day to day front of house operations of The Clink Restaurant, with the sole aim of reducing reoffending through training and assessing of Prison Learners and evaluating their progress.
Responsibilities:	
Training	<ul style="list-style-type: none"> • I am responsible for recruiting up to 20 Prison Learners at a time in the restaurant who all have 6 to 18 months left of their sentence to serve • I ensure that I implement The Clink’s Five Step Programme and make certain that all Prison Learners are following the programme • I am responsible for delivering high quality training to the Prison Learners in line with City & Guild NVQ qualification expectations/standards for Level 2 Food Service. I also train and support the Waiters & Waitresses in training NVQ City & Guilds Level 2 Food Preparation. • I am responsible for ensuring that all of the Prison Learners work is up to date and logged in line with City & Guild NVQ expectations and that all training is logged with the Training Administrator and ready for audit by the IQA • As and when requested I am confident to work and manage a shift in the Training Kitchen • As a key part of the Clink training team, I ensure that I deliver training with innovation, creativity and flair, and that the Prison Learners are taught and inspired by new techniques and industry trends • I deliver training & coaching with passion and share my knowledge and love for great customer service, table presentation and service standards with the Prison Learners.

<p>Customer Service</p>	<ul style="list-style-type: none"> • I ensure my training sessions are structured and supportive, and that I take account of different learning styles and needs of the group and the individual, adjusting my style as appropriate • I am responsible for ensuring that the front of house restaurant operation is run on a commercial basis, serving up to 12,000 members of the public and prison staff every year, in order for the prisoners in training to gain valuable experience whilst gaining academic qualifications • I uphold and deliver excellent guest service skills in all my interactions, acting as a Clink Brand Ambassador, leading by example and challenging all our Prison Learners to maintain and exceed guest service expectations • I am responsible for the smooth and seamless running of the day to day dining operation, by leading the Prison Learners to provide a highly efficient and effective service, ensuring standards are maintained and guest needs are anticipated • I coach and lead the Prison Learners to create a warm, calm and professional atmosphere of hospitality at all times; early or late, busy or quiet • During service I am clearly identifiable as the manager on shift, supporting the Prison Learners, resolving any issues that arise to guest and Prison Learner satisfaction and greeting our regular and new customers
<p>Operational</p>	<ul style="list-style-type: none"> • I collaborate with the General Manager Trainer to manage all costs effectively and within budget regarding the purchasing and production of food and non-food supplies. I ensure that I implement practical controls to ensure that waste is minimised and within budget, and that portion control is managed to maximise efficiency and maintain gross profit through effective use of recipes and specification sheets • I collaborate with the Head Chef Trainer and General Manager Trainer to maintain and develop best practice with regard the efficient and effective management of stores and weekly stock accounting systems and procedures. I ensure that accurate and auditable purchase, receipt and storage standards and procedures are met and maintained and administered at all times and communicated to the Prison Learners • In the absence of the General Manager Trainer, I am responsible for all till operations, the correct charging of all guests and collection of payments. • I ensure that The Clink Restaurant Team and Prison Learners are always well presented, clean, professional and wearing appropriate clothing at all times
<p>Health & Safety</p>	<ul style="list-style-type: none"> • I am responsible for managing any industry & supplier volunteer trainers when they are front of house • I collaborate with the General Manger and Head Chef Trainer in developing the business forward • I am responsible for all food hygiene and health & safety within front of house operations, and I ensure that I lead by example in setting high cleanliness standards, best practice and routines to avoid accidents, food spoilage or waste • I manage all systems, procedures and documentation needed to conform to prevailing Health & Safety, Food Hygiene and COSHH legislation and The Clink Restaurant Company policies in accordance with best practice in the industry • I am responsible for the completion of the daily HACCAP sheets for the bar • I work with the General Manager Trainer to ensure all audits are completed in my areas of responsibility and that all training, quality, environmental and safety standards are met, maintained and exceeded • I actively manage the Prison Security Intelligence Reports (SIR) and ensure all are completed accurately, in a timely manner and are communicated through my team • I ensure that all tool checks and counts are carried out and recorded • I support and contribute to the Restaurant H&S Strategic Plan, and ensure my team and all Prison Learners are compliant in our H&S obligations to both Company and Statutory standards
<p>Leadership</p>	<ul style="list-style-type: none"> • I ensure that all H&S risks and concerns are flagged through the appropriate reporting channels immediately they become apparent

<p>Develops Self</p>	<ul style="list-style-type: none"> • As a Senior Manager, I deputise for the General Manager Trainer and contribute to the overall management of the Restaurant, taking on additional duties and responsibilities as and when required • I demonstrate strong and resilient interpersonal skills to support the business in any given situation • I cultivate strong working relationships through my influencing and networking skills to create effective working partnerships with both internal HM Prison teams , Clink teams and external partners • I am responsible for creating and maintaining a positive and engaging working environment in the training kitchen to build confidence, motivation and pride amongst the Prison Learners • I ensure that I manage the Prison Learners in all aspects of performance management (using Red & Green entries) and employee development, ensuring all have structure, clear direction, goals and deadlines built within their training goals, and that they are given full regular and constructive feedback • I am a coach and constantly motivate my team of Prison Learners to ensure their full potential and improve on their own performance • I undertake regular performance reviews and annual appraisals to identify the training needs of my team and I ensure that appropriate training is provided. • I reward good performance and take action to address poor performance through proper communication and follow up. I collaborate with the General Manager Trainer and Head Chef Trainer in recruiting and hiring Prison Learners, and work together to identify needs, set resourcing goals, plan for seasonal needs and balance the skills and experience needed in the restaurant • I am able to work independently, under pressure and to tight deadlines. • I successfully manage through change and am able to adjust my priorities according to changing business need/requirements • I actively seek new ways of working to improve the running of the front of house operation and keep abreast of industry trends, innovation and legislation, bringing fresh ideas and inspiration to optimise kitchen, training and restaurant operations • I act with initiative and creativity in resolving issues and realising The Clink Restaurant’s long term strategic goal of reducing re-offending rates • I actively seek learning and development opportunities to grow in experience skill and ability
<p>Your Physical Environment and Health & Safety</p>	<ul style="list-style-type: none"> • I move stock using manual handling principles • I ensure the restaurant and training kitchen are safe at all times for staff, prison learners and visitors • I am knowledgeable of, understand and implement safe manual handling procedures and the Prison Fire & Emergency Procedures
<p>Ministry of Justice Vetting</p>	<ul style="list-style-type: none"> • It is essential to pass the MoJ prison security vetting process in order to be able to draw keys and ensure I adhere to all HM Prison Policies & Procedures
<p>Technical Competency</p>	<ul style="list-style-type: none"> • It is desirable but not essential to have a TAQA (assessing qualification) or equivalent and have experience of delivering training in the workplace • Training Techniques and or Craft Trainer Award V1 Assessor would be desirable, but not essential
<p>Knowledge & Experience</p>	<ul style="list-style-type: none"> • Previous experience of managing high quality, fast paced commercial restaurants • Have a passion for high quality food and delivering fantastic service • Experience of managing costs and budgets, and how to increase revenue • Previous experience of delivering training and successfully developing a team is essential • Strong leadership skills and the ability to motivate a team and manage with a consistent approach • Be able to multi-task effectively and be highly organised • A clear and concise communicator • A good level of IT skills is required

Hours of Work, Pay & Benefits	<ul style="list-style-type: none"> • To take part in out of hours restaurant events as and when required • Pay as detailed in Offer Letter and Principle Statement of Terms • 25 days holiday plus bank holidays • Company Pension Scheme • Free meals on duty
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Competency	Criteria	What we want to see	What we don't want to see
Passion for Food	<ul style="list-style-type: none"> • Shares their knowledge and passion for ingredients/dishes • Demonstrates and inspires creativity and innovation • Thinks and breaths guest service • Puts the customer's needs first • Is friendly without being overfamiliar • Works with attention to detail and structure • Shows a sense of pride in their work and their service • Is inventive and brings fresh ideas • Keeps abreast of industry innovation & trends • Confident to ask for support in difficult situations 	Talks provenance, seasonality, foodie trends Talks with passion & technical skill Nothing is too much trouble Forward thinking Polite & engaging Detail matters Pride in their work Generates new ideas / uses initiative Talks with knowledge/passion about trends Professional / Calm approach	Little or no passion for food Doesn't discuss technical innovation /no passion Misses service opportunities Acts only when asked or directed Unfriendly / Overfamiliar Thinks okay is good enough Messy / Untidy Accepts the norm Disinterested Nervous / Flustered
Communication	<ul style="list-style-type: none"> • Able to express themselves clearly • Speaks with confidence • Says what they mean respectfully • Listens to understand • Is genuine (when they speak) • Open to giving and receiving feedback • Conscious of their impact on people's feelings when engaging with others • Able to explain complex or detailed information and interpret/simplify to help others understand 	Clear communication & easily understood Positive approach / Smiling Respectful of others Questioning politely Open body language / smiling / listening Gives & accepts feedback Listens to others / Aware of others body language Recognises different learning styles and adjusts their communication accordingly	Unclear communication Unsmiling / Negative approach Disrespectful / Insensitive Accepts the norm Closed body language Resistant to feedback Talks over others / Sarcastic / Uses humour inappropriately Unaware of different learning styles or individual needs
A Role Model	<ul style="list-style-type: none"> • Proud & committed to the rehabilitation of ex-offenders • Brings energy & confidence to their work • Wants to do their best • Takes the initiative 	Professional & Knowledgeable about The Clink vision & values Shows energy & pace Goes the extra mile Exceeds expectations Well-presented / clean	Just here for the job/money Lacks energy / pace Content with low standards or is inconsistent Shows minimal effort Scruffy / Unkempt

	<ul style="list-style-type: none"> Shows high standards of appearance & personal hygiene Takes ownership for the completion of tasks / service Actively seeks to develop themselves & learns from mistakes Able to manage emotions in stressful/pressurized situations Is organised and adaptable to changes in priorities 	<p>Ownership / Hands on Shows a keenness to excel Calm / Professional / Organised / Positive Achieves consistently high standards</p>	<p>Blames others / Hands off Needs close supervision Flustered / Stressed Struggles with a change in task</p>
Team Work	<ul style="list-style-type: none"> Strives to develop a strong team of Prison Learners Shows respect for all Is reliable and on time Supportive of others Brings a positive attitude to the day's work Not frightened of working hard Builds productive relationships Cares about others needs 	<p>Passionate about investing time & knowledge with the Prison Learners Respectful Punctual / Reliable Helpful / Understanding Positive / Engages with others Resilient / Dedicated / Hands on Supportive / Helpful / Inclusive Listens / Shows respect / Patience / Acts as a coach and role model</p>	<p>Just a job mentality Ignores others / Moans / Complains / Makes excuses Late / Unreliable / Poor timekeeper Intolerant of others Isolates self from team / Negative outlook Minimal contribution Disinterested / Loner Thinks of themselves first / Adopts a style of do as I say not as I do</p>
Leading & Developing Potential	<ul style="list-style-type: none"> Empowers and inspires Prison Learners to achieve their personal best Recognises and celebrates contributions and achievements Is consistent in management style and approach Takes ownership for their actions Manages performance and behaviour in an effective and fair manner Generates trust and confidence in others Ensures the principles of equality & diversity are embedded in the team Recognises when they need to seek guidance and support Spots potential & seeks out development opportunities Shows patience, support and addresses all learning styles Helps others to find and use their strengths Solicits and provides regular and constructive feedback Encourages all to do their best Provides opportunities to learn Is engaging and encouraging 	<p>Motivating / Inspirational / Delegates effectively</p> <p>Supportive and encouraging Open and listening management style Takes responsibility Fair and approachable</p> <p>Honest / Trustworthy Unbiased</p> <p>Self-aware / open to feedback Actively develops others Supportive / Patient / Recognises the individual Works in partnership Listens / Provides positive advice Motivating Proactive through delegation Engaging / Encouraging / Positive</p>	<p>Disinterested / De motivating Ignores or unaware of contributions Closed defensive management style Blames others Unreasonable / Directive in management style Inconsistent and/or shows favouritism Unreliable / Dishonest Allows personal bias to affect decision making</p> <p>Over confident in own ability/ Doesn't listen Chooses not to take up opportunities to develop Unsupportive / Impatient / task focused Unaware of individuals needs Uncommunicative / Criticises Demotivating/accepts average/poor performance Controlling Closed management style / negative</p>
Results Orientated	<ul style="list-style-type: none"> Understands the relationship between people and profit Thinks strategy and works with the goal/objective in mind Has a business plan to grow profit and reduce ex-offending rates Celebrates successes and learns from mistakes Spots opportunities, thinks creatively, and introduces innovation Shares the vision and leads through others Is an industry expert and is abreast of all trends 	<p>Manages profit thorough their people Forward thinking/ sets the objective/Proactive Planned & organised</p> <p>Rewards others / adapts and changes Innovative / Creative thinker</p> <p>Communicates strategy & leads within the team Acquires and shares industry knowledge / trends</p>	<p>Places too much emphasis on achieving the task Reactive Unplanned / Disorganised</p> <p>Takes the limelight / Self centred Accepts the norm</p> <p>Closed communication style / acts independently Unaware of industry knowledge/ trends</p>
Organised & Planned	<ul style="list-style-type: none"> Able to allocate time and / or resources to tasks 	<p>Provides structure</p>	<p>Unstructured approach</p>

	<ul style="list-style-type: none">• Uses time management to prepare & meet deadlines• Sets clear and realistic goals• Determines commercially relevant targets• Adjusts priorities with changing circumstances• Effectively manages task load and prioritises accordingly	<p>Utilises time management Uses SMART Prioritises with business need in mind Adaptable to changing priorities Efficient / Forward plans</p>	<p>No time focus Unclear direction /No use of SMART Unable to select tasks / uncommercial Inflexible to change Ineffective / Reactive / Unable to rank tasks</p>
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