

Post Title:	Front of House Supervisor – The Old Bakery	Post Number:	CS1410P
Daily Supervision:	Front of House Manager – The Old Bakery	Grade:	CSS Scale 4
Department:	International & Commercial (Business Development)	Last Updated:	January 2026

Our Purpose: Be Ready...

Realise Aspirations, Shape Futures, Serve our communities

Our Code:

We CARE deeply about achieving outcomes in the right way and expect staff and students to behave with....

Community

Accountability

Respect

Excellence

Job Purpose

We are recruiting for a Front of House Supervisor to support the management of our popular, established restaurant plus small B&B capacity in Lincoln.

The ideal candidate has a passion for food and beverage, a genuine ability to connect with guests and staff alike and, as a natural leader, you are responsible for maintaining the highest levels of hospitality while leading service on the floor in the absence of the Front of House Manager. You will support the leadership of the business, helping to build an incredible team, providing guests with memorable experiences and pushing the restaurant forward to its highest potential. Charm and enthusiasm are a must.

Principal Duties and Responsibilities:

1. Providing outstanding customer service to all guests and visitors, ensuring everyone has the best experience.
2. Being responsible for customer feedback and resolving issues.
3. Full understanding of the restaurant's budgets, to support and work with the manager to ensure that they are met (including overall sales and revenue targets) and aid in all financial budgeting operations to maximize profitability.
4. Knowledgeable in the service of wines.
5. Supporting the efficient operation of the restaurant and hospitality/housekeeping teams.
6. Contributing ideas to the marketing of the restaurant and B&B operations.
7. Support the production of weekly rotas and accurate timesheets.
8. Aid with all aspects of staff management, development, recruitment and appraisals.
9. Ordering of stock and hotel products.
10. Accountable for Health and Safety/Food Hygiene.
11. Creating innovative programs and promotions that drive revenue through increased guest patronage.
12. Providing day to day leadership driving the business strategy in all areas of the operation.
13. Attending meetings and reporting on operations with associated staff members.
14. Being responsible for safeguarding and promotion of the welfare of children, wherever applicable within the role.
15. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
16. To maintain professional standards and expertise by undertaking relevant professional development, including ensuring that knowledge regarding changes to relevant legislation is kept up to date.
17. To maintain quality standards appropriate to the post.
18. To conform with the Health and Safety requirements relevant to the post.
19. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.

N.B. This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.

Person Specification

Knowledge	PSM
1. Knowledge and understanding of basic food hygiene	A/I
2. Knowledge of customer service best practice. Understanding of the customer journey.	A/I
3. Knowledge and understanding of budgets, revenue and financial planning.	A/I
4. Knowledge of the Health and Safety and Food Hygiene requirements and how to apply them, e.g. government regulations and health codes, such as Food Safety and Alcohol Awareness, Alcohol Certification.	A/I

Skills/Abilities – Interpersonal	PSM
5. Outstanding customer focus – ability to demonstrate exceptional guest service.	A/I
6. Effective communication skills, and ability to cooperate/assist other departments at all levels when necessary.	A/I
7. Ability and willingness to be hands-on with the day to day operations of the restaurant, including ensuring staff awareness of all relevant company policies.	A/I
8. Ability to support the development of a team, including managing, motivating and inspiring a team under pressure.	A/I
9. You will be creative and use your own ideas to drive the business forward.	A/I
10. A high level of written and spoken English is essential.	A/I
11. Ability to undertake any other duties as and when required by Senior Management.	A/I

Experience	PSM
12. Experience in restaurant management/supervision.	A/I
13. Experience supervising front of house, hospitality and catering teams.	A/I
14. Understanding operational budgets.	A/I
15. Experience of a booking platform desired, but not essential.	A/I

Work Related Circumstances	PSM
16. The ability and willingness to undertake relevant staff development.	A/I
17. The ability and willingness to work flexibly and occasionally work additional hours/days.	A/I

Skills/Abilities - Other	PSM
18. Personal Licence holder preferred, but not essential.	A/I
19. The ability to work quickly and in an organised manner.	A/I
20. Appropriate level of IT skills to undertake relevant duties outlines.	A/I
21. Responsibility for safeguarding and promoting the welfare of children wherever applicable.	A/I

Prepared By:	Mark Taylor - Director of Business Development & Partnerships
Date:	August 2024

Proposed Selection Method Key (PSM)		
A = Application	I = Interview	T = Test

VISION 2030

LINCOLN COLLEGE GROUP STRATEGY 2025-30

OUR PURPOSE *BE READY...*

**REALISE ASPIRATIONS;
SHAPE FUTURES;
SERVE OUR COMMUNITIES.**

OUR CODE

Our Group Code sets the tone of how we behave and achieve our Purpose because **You Matter**.

We **CARE** deeply about achieving outcomes in the right way and expect staff and students to behave with...

COMMUNITY

We will prioritise empathy, compassion and wellbeing. Our goal is to develop a positive community where the mental and physical health of staff, learners, governors and key stakeholders is emphasised.

ACCOUNTABILITY

We will all act with integrity and transparency, take full ownership of our actions and deliver on our commitments, impacts and outcomes.

RESPECT

We will all create an inclusive environment where everyone is valued, trusted and treated with consideration, kindness and fairness.

EXCELLENCE

We will all drive innovation and pursue extraordinary quality through an "ambitious spirit", consistently striving for the highest standards in all we do.

OUR PRIORITIES

Over the next five years we will achieve "Our Purpose" by delivering on our strategic priorities set out in full detail in 7 strategic plans.

In summary we will:

