JOB DESCRIPTION – HEAD CHOCOLATIER

If this sounds like the perfect opportunity for you please submit your CV and covering letter to recruitment@continuumattractions.com

PURPOSE OF THE JOB

Deliver a consistently high standard of chocolate making demonstrations to guests and ensure that the quality and exemplary standards of demonstrations delivered are maintained throughout the team of Confectioners. Develop and produce chocolate products for demonstrations, tastings and other promotional events.

KEY ACCOUNTABILITIES

- Deliver and oversee consistently high quality chocolate demonstrations.
- Oversee the performance of the Chocolate demonstrations and Confectioners, ensuring all performance measures are met, developing and delivering action plans.
- Ensure that the highest level of guest experience is maintained across the attraction by working closely with other managers to foster a true 'team ethos' at YCS.
- Be an Ambassador of YCS answering guest queries regarding the product and history and encourage knowledge sharing among the team.
- Produce tasting squares, ganache fillings, and part made/filled shells and any other items as and when required ensuring stock requirements for daily demonstrations are maintained.
- Produce demonstration pieces and show pieces as required.
- Develop and deliver a range of approved own brand retail products.
- Actively encourage feedback from guests and implement any appropriate changes to improve the level of experience offered.
- Ensure a high level of presentation, personal hygiene and that uniform guidelines are adhered to at all times.
- As a member of the site management team ensure that the presentation of the overall attraction meets the standards of an industry leading guest experience.
- Provide support, learning and development and product knowledge to the attraction and colleagues in relation to Chocolate; including the creation and maintenance of a Confectioner's Bible and Product Knowledge File.

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- Develop and deliver training plans to enable Confectioners to produce retail products and deliver demos to the required standard and quality level. Produce chocolates in advance for stock.

- In conjunction with the Operations/General Manager ensure a continuous review of health and safety in relation to all activities and the assessing of risks, implementing new risk assessments as and when required.

- Accountable for the delivery of departmental KPI's through the monitoring of the Performance Development process and assessment of training needs.

- Deliver and support corporate/hospitality bookings ensuring close team working between the Chocolatier, Corporate and Hospitality department and the Food/Beverage Manager.

- Liaise with Marketing and PR to plan events, themes and products.

- Support the Management team as required to recruit, develop and retain the best people to allow us to maximise the guests' experience, ensure the team's productivity and deliver the attraction's profitability.

- Support and deliver inductions and training of all new employees as and when required.

- Ensure all line management tasks are carried out competently and adhere to the Company financial procedures.

- Ensure the efficient daily set up of the work area and end of day clean down and weekly deep clean.

- Develop a clear protocol for ordering stock, checking the quality and quantity on receipt.

- Ensure timely stock checks and rotation are completed.

- Develop clear procedures for the management of 'waste' ensuring costs are minimised to ensure profit margins are maintained.

- Record operational data on required forms.

- Attend weekly management meetings and deliver on action points.

- Ensure all operations conform to legal regulations with regard to health and safety and food hygiene requirements.

- Ensure strict HACCP and hygiene procedures are developed, managed and monitored.

- Attend industry and networking events on behalf of YCS and Continuum Group.

- Contribute towards meetings and future development of the attraction.

- Foster relationships with our supply partners and maximise benefits from those relationships for the benefit of the Group.

- Ensure the on-going development of all aspects of the attraction through awareness of industry trends, competitor analysis and attraction visits.

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- Work in accordance with Continuum policies with particular emphasis on financial controls, health and safety and personnel practices and confidentiality.

This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role

ATTRACTION/OFFICE SPECIFIC REQUIREMENTS

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