



Job Description – Front-of-House Team Member

The Black Swan at Oldstead

Report to: Restaurant Manager

Hours: 5 days per week (Tuesday - Saturday). Approx. 45 hours per week

Holiday Entitlement: 28 days per annum (inc. Christmas closure)

Salary: From £24,000 per annum + service charge paid monthly

Location: The Black Swan, Oldstead, YORK, YO61 4BL

Overview

We are looking for a dedicated, hardworking individual with a passion for hospitality to join our team at the Michelin starred Black Swan, Oldstead. This is an exciting opportunity for someone who is eager to progress a career in the fine-dining sector and, as such, previous experience will be considered secondary to your own disposition and character – a great attitude, ability to work well in a team and a willingness to learn is all we ask for!

In turn we offer the chance to work in a professional, friendly environment, with full, ongoing training provided within our brilliant team - from Michelin-star standard service to cocktail creation and in-depth wine knowledge, whilst working daily with exceptional, seasonal homegrown and foraged ingredients from our farm, garden and the local area.

The role and responsibilities

- Being the face of The Black Swan in the restaurant. Delivering our ethos and values to ensure a memorable customer experience.
- Providing the attention to detail that we need to push standards forward.
- Ensuring high levels of customer service at all times to always meet our guest's expectations to enhance and maintain the Black Swan reputation.
- Building a strong product knowledge so our food, beverages and ethos can be communicated to guests
- Working with the FoH management and kitchen to ensure clear communication to enhance the guest experience.

The Person

- A mature outlook
- Quality driven
- Impeccable attention-to-detail
- Excellent communication and organisational skills
- A friendly and approachable manner
- A genuine passion for the hospitality industry

The benefits of working with us

Our people are the most important part of our business, and we provide a fantastic place to grow and develop your skills with excellent pay and good work/life balance. We offer:

- Competitive salary and service charge
- Staff accommodation (subject to availability) or help relocating to the area
- Every Christmas & New Year Off
- Private health insurance (After 18 months service)
- Staff discounts across the group
- Career development and internal and external training opportunities
- The opportunity to work in a growing and exciting business that invests in its people
- The chance to train and learn under Michelin-starred standard hospitality professionals
- The opportunity to work with exciting, interesting, and seasonal ingredients that we have grown, foraged or preserved.
- Freshly cooked staff meals

How to apply

To apply, please send your CV and covering letter to Group General Manager, Emma and Restaurant Manager, Seamus via careers@blackswanoldstead.co.uk