

The Hungry Guest **BUTCHER**

About the Role

This is an amazing opportunity to join Petworth Places as a Butcher. The role of the Butcher is to assist the Butcher and Fishmonger Manager in ensuring the successful smooth running of The Hungry Guest Butchers and Fishmongers in Petworth, West Sussex.

With its delicious range of seasonal, organic and free range meats, game and a vast array of handmade sausages, our thriving butchery epitomises our company ethos of fresh and local food. We are looking for a Butcher who is either qualified or part qualified as a Butcher or has a similar background as a Chef or Kitchen Assistant with some experience of preparing meat and fish.

We are looking for someone with enthusiasm and passion for food. The successful candidate will have an interest and knowledge of both local and seasonal produce and will be happy to provide fantastic service and advice to our customers.

Ideally, the Butcher will be competent in preparing cuts of meat and fish for sale in the shop. You will be able to advise customers on suitable cuts of meat and fish to meet their requirements. This role includes product selection, preparation, display, packaging and sale of meat to customers.

About Petworth Places

Petworth Places is made up of several teams of dedicated people building a destination hospitality and food and beverage business with Stay, Eat, Visit at the heart of the business. Our core businesses are located in the beautiful South Downs market town of Petworth, West Sussex, and the historic market town of West Malling in Kent.

Established in 2010, the group comprises a multiple-award-winning food brand, The Hungry Guest (a double winner of UK delicatessen and farm shop of the year), E Street Bar & Grill, and The Angel Inn (with seven upmarket guest rooms and two luxury holiday apartment/villas – Ryde House and East House). The group also includes Augustus Brandt, an interiors and antiques business, and Newlands House Gallery, an exciting gallery and exhibition space.

Our accolades include E Street Bar and Grill being awarded best restaurant in the South East in 2019 and The Angel Inn being awarded best pub in West Sussex in 2022. E Street Bar and Grill joined the global Chaine des Rotisseurs in 2022.

In 2019 we established a new wedding venue and events business which is growing steadily and in 2022 we launched our wine series events at E Street Bar and Grill, which has been a great success.

A new and larger butchers in Petworth was opened in January 2024. This is an exciting time to join the butchers and there will be opportunities for the new Butcher to help put their mark on the business.

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Responsibilities

The Butchery will be responsible for:

Customer Service:

- Greet and speak to customers, provide advice, answer questions and accept orders and payments.
- Assist with preparing deliveries or order pickups.

Preparation of product – under supervision (if required):

- Cut, grind and prepare meats for sale.
- Weigh, package, price and display products.
- Clean and maintain tools and equipment and ensure displays and signage are accurate and attractive.
- Prepare special cuts of meat ordered by customers.

Supplier Deliveries:

- Understand the importance of accepting deliveries by checking quality, quantity and temperature.
- Develop good working relationships with suppliers.
- Maintain our strong relationships with wholesale clients and deliver effectively on orders.

Health & Safety:

- Receive, inspect, record and store meat upon delivery, to ensure meat quality and safety.
- Have an understanding of quality checks and be able to complete these under supervision.
- Adhere to food safety and hygiene controls at all times.
- Inspect equipment regularly to ensure it is in good working order and safe to use.
- Comply with all food hygiene and safety standards as instructed by the Butchery Manager.

Marketing:

- Support all marketing activities as needed for events and other promotional needs.

Other:

- Responsible for some opening and closes, cashing up and cover for the Butcher and Fishmonger Manager when required.

This document is not intended to be an exhaustive list. Additional responsibilities may be required as Senior Management team continually develops and grows the business and the Company as a whole.

Experience and Qualifications

The successful candidate will possess the following:

Education and Experience and Licensing:

- Butchery and/or Chef experience or similar
- Courteous, knowledgeable and detail-oriented manner
- Excellent communication skills
- Enthusiasm for retail sales and strong commitment to customer service
- Helpful and supportive attitude to customers and colleagues
- Ability to project a smart, efficient image to the public
- Reliability, honesty and willingness to take responsibility
- Numeracy, including the ability to handle cash accurately and swiftly

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- Willingness to work flexibly as part of a team
- Ability to work unsupervised and take initiative
- Awareness of health, safety and security issues
- Understanding of legal and regulatory environment, including relevant health, safety and hygiene requirements

Core Competencies

Accountability

Demonstrates and communicates a high level of ownership and commitment to achieving results, accepts responsibility for behaviour and job-related tasks and establishes an agreement on how success will be measured.

Communication

Listens, speaks and writes clearly and concisely; provides useful and timely information to people by choosing the most appropriate method of communication and tailoring the message for the intended audience.

Client Service Orientation

Establishes mutual expectations with clients to ensure satisfaction, going above and beyond to help build a strong relationship.

Shows care and timeliness when dealing with client requests; is keen to offer assistance before a request is created.

Planning

Uses effective methods to determine priorities, set goals and create plans. This includes the ability to organise oneself to complete routine tasks and prepare daily, weekly and monthly plans. Is able to establish priorities based on knowledge of the organisation.

Problem Solving

Takes a systematic approach to solving problems rather than reacting to symptoms. Recognises problems quickly and uses good judgment, common sense and past experience and knowledge to act appropriately and efficiently.

Other Important Traits

Just as important as the technical requirements of the job are the less tangible elements that will help the right candidate achieve outstanding results:

- Passion for food, quality ingredients, and travel.
- Interest in heritage, culture, craftsmanship, and artisanal excellence.
- Friendly and accommodating manner, with excellent interpersonal, written and oral communication skills.

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Key Relationships

Internal: Butchery and Fishmonger Manager, Location Managers

Direct Reports: None

External: Industry Partners, Guests/Customers

KPI's

- Manage the Butchers and Fishmongers in absence of the Butcher Manager
- Ensure a strong understanding and knowledge of ordering system and complete accurately when required
- Negotiate costs/prices with representatives to ensure a best possible profit margin for the company
- Stock management – have an excellent knowledge of stock management for the Butchers and Fishmongers ensuring wastage is kept to a minimum
- Invoicing – to process invoices as per company procedure in a timely and efficient manner
- Revenue reporting – clear revenue reports to be drafted for CEO
- Improve profitability – consistently look and create ways to improve profitability
- Show skill in butchery by being able to breakdown a whole animal
- Demonstrate strong customer service skills at all times

Benefits

- Competitive salary
- Staff discounts at all group outlets
- Employee Assistance Programme
- Free admission to Gallery exhibitions for employees
- Discounted membership to Newlands House Gallery
- Holiday entitlement of 28 days per annum including Bank Holidays (for full time roles)
- Learning and development opportunities

Location: Petworth, West Sussex

Employment Type: Full Time - Permanent

Hours: 45 hours per week, Tuesday - Saturday

Salary: Competitive

To Apply:

Please send your CV and cover letter to recruitment@petworthplaces.com