

The Hungry Guest Pâtissier

THE HUNGRY GUEST, PETWORTH

About The Role

The role of the Pâtissier will be responsible for ensuring the efficient and smooth running of the bakery, encompassing the manufacturing of bakery products, stock control, food safety, recipe development and improvement while ensuring that company standards, policies and procedures are maintained.

Primary Duties

- Preparing and producing our range of The Hungry Guest products in line with customer demand.
- Ensuring orders are executed in an accurate and timely manner.
- Ensuring that systems are transparent and that there is full traceability.
- Being responsible for product accuracy and legal compliance.
- Ensuring that the Bakery is run in an efficient manner that will optimise costs.

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, Dine, Explore 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 premium guest rooms and two luxury self-catering townhouses – Ryde House and East House). The group also includes Augustus Brandt, an interiors and antiques business, the Petworth Antiques Market (a group of 43 antiques dealers) and Newlands House Gallery, a modern and contemporary art 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.

We Offer

- 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



Responsibilities

The Pâtissier will be responsible for:

Customer Awareness

- Be aware of customer expectations with regards to quality standards.
- Seek out and act on customer feedback at all opportunities; effectively deal with and learn from complaints.
- Support any investigations which are carried out.
- Implement and monitor correct company standards, and drive for continuous improvement.
- Project a positive, professional and friendly image to customers and employees.

Health & Safety and Quality Assurance

- Maintain and improve quality performance; set high standards of product quality.
- Drive the product improvement and development programme in all areas of the bakery.
- Establish, in conjunction with the Food Production Manager, clear quality guidelines and procedures to follow to ensure that the products leaving the bakery are always of the highest standard.
- Uphold Health & Safety, HACPP, QA and food-handling policies set out by the company.
- Ensure a safe workplace by identifying hazards and taking corrective action.
- Ensure strict adherence to manufacturers' instructions of safe use of all equipment;
- understand any risks involved of operating machinery and other equipment.

Service Delivery

- Ensure that orders are consistently fulfilled and those products meet The Hungry Guest standards.
- Constantly deliver a great customer experience.
- Implement and monitor correct company service standards, and drive for improvements.
- Be passionate about food.
- Create a positive, cohesive, friendly, and fun working environment.

Revenue Improvement

- Resource appropriately to meet the needs of the business.
- Monitor and benchmark product quality of new and existing products.
- Ensure that waste is minimised.

Financial Management

- Be accountable for and safeguard assets.
- Understand OPE (overall process efficiency) and implement it in business operations.
- Understand stock control and waste.
- Support the Food Production Manager by contributing and implementing procedures that will achieve and exceed budget targets.

Building & Maintenance

- Highlight any equipment that needs to be replaced or upgraded to meet customer requirements, improve output or quality.
- Raise any building or maintenance issues you observe, and report accordingly.
- Follow cleaning rotas to ensure that the tasks listed are completed in the appropriate time frame.

Marketing & Communication

- Work with the Food Production Manager for new product development and costings.
- Review viability of products and menu options, working to agreed margins and costs.
- Report to the Food Production Manager in a timely and accurate manner.

This document is not intended to be an exhaustive list. The Pâtissier is expected to work alongside the Senior Management team to continually develop and grow the business and the Company as a whole.



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
- Leadership and demonstrable teamwork skills
- Friendly and accommodating manner, with excellent interpersonal, written and oral communication skills
- A good balance between strategic planning and hands-on delivery
- Creative 'outside of the box' thinking
- Ability to influence at a senior level to secure strategic partnerships
- Diplomacy to have difficult conversations as needed

Key Relationships

Internal: CEO, Marketing, Finance, HR, Food Production Manager, Location Managers

Direct Reports: Assistant Retail Manager, Supervisors, Administrator, Retail Advisors

External: Industry Partners, Customers, Local suppliers, Local Businesses

Location: The Hungry Guest, Petworth, West Sussex

Employment Type: Permanent, Full Time

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