

The position...	We are looking for an enthusiastic and energetic Gelateria & Farm Shop Supervisor to join our growing team.
The hours...	Full time/permanent (shift pattern, including weekend and evening work) We are open 7-days a week with opening shifts scheduled from 7.30am closing shifts scheduled until 9pm. Please indicate any restrictions to your availability in your application.
The salary...	Living wage employer
The business...	Forest Farm is Scotland's longest established organic dairy farm, producing and retailing a range of award-winning products. We're a small family business who is passionate about contributing to the Aberdeenshire artisan food and drink scene, with sustainability and customer experience at our core. Our mission is to create and serve the best organic and artisan products and offer our customers a unique experience. We pursue this goal tirelessly with the help of a talented and hard-working team.
The role...	If successful, you will be part of a small, close-knit team in a growing business. Reporting to our Gelateria and Farm Shop Manager, you will become an expert in gelato, speciality coffee and both organic and artisan products. Overseeing the front of house assistants, coordinating between the onsite gelato kitchen and bakery and ensuring the smooth operation of our shop – your leadership and organisational skills will guide the team to success. We care about our planet and believe being conscious of the impact on the community you operate in is a great place to start. We're looking for someone who is aligned to our views on sustainability and quality local produce. You'll be motivated to provide incredible customer experience and enjoy engaging with our customers, community, and suppliers. Your energy and enthusiasm will be infectious, your leadership skills will drive great results and your general sunny disposition will create a positive environment.
The responsibilities...	The fun stuff... <ul style="list-style-type: none"> • Ensuring you and your team provide a fantastic customer experience, engaging and providing support as required • Preparing and serving our popular well-loved products with care and flair • Taking pride in ensuring our gelateria and farm shop looks presentable and vibrant, whilst upholding the highest food hygiene standards • Motivating the team to operate proactively and efficiently whilst supporting their development through empowerment and effective delegation

	<ul style="list-style-type: none"> • Deeply understanding our product lifecycle and sharing what’s fantastic about Forest Farm: our farm, our ingredients, our partnerships, our people, and our role in the community. • Building an effective and collaborative front-of-house team whilst working in partnership with our production team <p>The boring (but very important) stuff...</p> <ul style="list-style-type: none"> • Key holder responsibilities, including opening and closing the shop • Supervising deliveries, including the checking and verification of delivery notes and stock • Diligently completing administration, stock take, shop finance and banking duties • Ensuring that our Gelateria and Farm Shop Manager is kept up to date with any issues or concerns
The person...	<p>The must haves...</p> <ul style="list-style-type: none"> • Exceptional and engaging communication skills • Professional approach with a friendly attitude • Customer facing experience • Passion for artisan and organic produce, and an interest in sustainable food production • Flexibility with working hours on a rota basis, including weekend and evening shift working. <p>The nice-to-haves...</p> <ul style="list-style-type: none"> • Management / Supervisor experience • Experience in a fast-paced front-of-house / hospitality environment
The process...	<p>To apply to join our herd email your CV and a little about yourself to Beata at Beata@forestfarmdairy.co.uk by no later than 7th January 2022.</p> <p>If shortlisted, you will be invited to interview. Detailed role and responsibilities will be discussed during the interview and full training will be provided for the role.</p>