



Join the boatfolk crew

Team Leader, boatfolk Bars

Location	Haslar Marina, Gosport
Contract	Seasonal
Working hours	Minimum 30 hours per week
Salary	£12 per hour

About us

Haslar Marina, set in the stunning Solent, is part of the boatfolk group, a collection of marinas across the UK. The marina features two distinct dining experiences – 'The Creek', a year-round, homely restaurant ideal for relaxed and celebratory dining alike, and 'The Lightship', a seasonal venue with a vibrant, luxury atmosphere with stunning, uninterrupted views over the waters of Portsmouth Harbour. Our commitment to local, sustainable cuisine and a diverse dining experience is central to our ethos as we aim to deliver excellence to all.

Our values

Our values inform our decisions and guide our behaviours, reflecting how our business operates in the communities we are part of. They are our promises to ourselves, to our customers and to each other and they

are expected of everyone across our business, regardless of the position they hold.

DETAIL	We focus on doing things right for our customers.
EXPERIENCE	Going beyond good service to put customers at the centre of all we do.
CARE	We care about each other, our customers and the environment.
COMMUNITY	We actively create inclusive places to bring people together.
CHALLENGE	Be fearless, give it a go!

About the role

As a Team Leader, you will aid the General Manager in oversee restaurant operations to ensure a smooth, welcoming and positive experience for our guests. This will include welcoming and serving customers, delegating tasks to staff, addressing diners' queries whilst ensuring compliance with health & safety regulations. You will also be responsible for the proper opening and closing of the restaurant when on these shifts.

It will be at a forefront of your mind to create a memorable dining experience for our guests and increase our profitability by encouraging excellent service from the team by ensuring staff are fully trained, as well as developing and delivering sales driving events.

Key responsibilities

- Motivate, and inspire the restaurant staff to deliver exceptional service and uphold the restaurant's values.
- Oversee day-to-day operations, including staff scheduling, training, and performance evaluations.
- Ensure that all guests receive an outstanding dining experience by maintaining high service standards and promptly addressing any concerns.
- Collaborate with the management team to optimise workflow, manage inventory, and implement effective cost-control measures.
- Uphold the restaurant's quality standards for food, beverages, and overall presentation.
- Foster open communication among team members and collaborate with other departments to enhance overall efficiency.
- Address challenges proactively and implement solutions to ensure a seamless dining experience for guests and a positive work environment for staff.
- Ensure that the restaurant complies with health and safety regulations, licensing laws, and other relevant guidelines.

Skills & Qualifications

- Proven experience in a leadership role within the hospitality industry, with the ability to inspire and guide a diverse team.
- A passion for delivering excellent customer service and the ability to handle customer concerns with professionalism.
- Strong organisational and multitasking abilities to manage the fast-paced restaurant environment effectively.
- Excellent communication skills, both verbal and written, with the ability to collaborate effectively with team members and management.
- In-depth knowledge of restaurant operations, including food safety, hygiene standards, and health regulations.
- Knowledge of bar/drinks is an advantage.
- Willingness to work evenings, weekends, and holidays as required by the restaurant schedule.
- A proactive and solution-oriented approach to address challenges and continuously improve operations.

Working Hours and Environment

The role involves working as part of a team in a dynamic, fast-paced environment. The working hours are a minimum of 30hrs per week with additional hours available during busy times. The seasonal contract includes offer of hours between May 9th – until the end of the summer season. An end date will be discussed and confirmed with you closer to the end of this period, unless otherwise informed, with the possibility of the role developing in to a permanent, zero hours contract.

Benefits

- Share of tips.
- Staff discount at all boatfolk. Bars, restaurants, and hotels.
- 29 days full-time equivalent annual leave, including bank holidays.
- Discounts on berthing and boat sales.
- Contributory pension scheme.
- Opportunity for long-term career development within the boatfolk network.
- Ability to take part in social events and boating activities.
- Friendly and dynamic team working environment.
- Free car parking.

To apply please send your CV to lauren@boatfolkbars.co.uk and laurar@boatfolk.co.uk along with a cover letter, highlighting your experience working in a fast-paced environment, your understanding of local customer needs, and which site you feel you would be best suited to, and why.