Job description

Job title: Harbour Kiosk Manager
Grade: Grade 5
Job evaluation reference: HF720
Job family: Hospitality & Facilities

Purpose and impact

1. To manage and be accountable for the day-to-day operation of the Harbour Kiosk, ensuring safe, efficient and profitable delivery of food and beverage services.

Key responsibilities

Duties include any of the following:

2. Lead food and beverage preparation, service and presentation.
3. Supervise, allocate work to and support kiosk staff during shifts.
4. Maintain good practice in all matters relating to food preparation and use of kitchens.
5. Manage stock ordering, deliveries, storage and rotation.
6. Ensure the correct and economical use of materials and equipment to achieve maximum cost efficiency and quality.
7. Ensure compliance with food hygiene, health & safety and licensing requirements.
8. Ensure kiosk equipment is used safely and report faults promptly.
9. Any other lesser or comparable duties as required relating to the specialised function of the team or teams.
10. Promote Dorset Council's Net Zero aims and prioritise sustainability in day-to-day operations.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Line Manager
Responsibility for:

- Line management of 1–8 kiosk staff, including seasonal employees
- Day-to-day supervision, including rota planning, task allocation and staffing levels
- Monitoring performance, providing training and addressing minor staffing issues
- Supporting recruitment and staff development
- Maintaining service delivery by reallocating staff in response to demand and operational issues

In addition to the key responsibilities, as a people manager you will also:

- Lead and manage team dynamics and performance by setting clear expectations, providing regular feedback, and ensuring high-quality delivery through effective quality assurance practices.
- Create an inclusive and supportive team environment that ensures continuous learning, professional development and good wellbeing, aligning to the council plan



priorities, people and culture strategy, and responsibilities set out within our people management policies and requirements.

- Lead and champion opportunities for service improvement, innovation and change by taking accountability for its successful implementation, ensuring team members are engaged, motivated, and supported throughout transitions, whilst role modelling new ways of thinking and working.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	**Assessed through:**
1. Basic Food Hygiene Certificate	Application form
Experience	
2. Experience working in a customer-facing environment, such as catering, retail or hospitality	Application form
3. Experience of supervising staff, including allocating work, monitoring performance and supporting day-to-day operations	Application form
4. Experience of managing operational demands such as staffing levels, stock control and service delivery within a live environment	Application form
5. Experience of food preparation and maintaining food hygiene standards in a catering or similar environment	Application form
6. Experience of cash handling, stock control and maintaining accurate records	Application form
Knowledge	
7. Food Safety & Hygiene legislation	Application form Interview Assessment
8. Health & Safety requirements	Application form Interview Assessment
Skills and abilities	
9. Organisation, communication, problem solving and ability to manage competing demands	Interview Assessment
10. Commitment to maintaining high standards of service quality and customer experience	Interview Assessment
Our values	
11. Respect	Interview Assessment
12. Together	Interview Assessment
13. Accountability	Interview Assessment
14. Openness	Interview Assessment
15. Curiosity	Interview Assessment



Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	**Assessed through:**
16. NVQ / Diploma in Professional Cookery (Level 1, 2 or 3) or similar hospitality / catering qualifications	Application form
Experience	
17. Experience of working in a supervisory or team leader role within a catering or hospitality environment	Application form
18. Experience of stock ordering, stock control and waste management	Application form
19. Experience of working in a seasonal or high-footfall environment	Application form
20. Experience of sustainable purchasing and sourcing local produce	Application form
Knowledge	
21. Knowledge of basic menu planning or product selection	Application form Interview Assessment
22. Understanding of cost control and minimising waste in a catering environment	Application form Interview Assessment
Skills and abilities	
23. Basic IT skills, including use of tills, EPOS systems or stock systems	Interview Assessment
24. Ability to contribute to service improvements and operational efficiency	Interview Assessment

Approval

Manager's job title: Harbour Master
Date: June 2026