

Job Description

General Details	
Job title:	Catering Operations Manager
School:	Estates & Commercial Services
Normal Workbase:	Stoke Campus (Stafford and Lichfield)
Tenure:	Permanent
Hours/FTE:	1.0 FTE
Grade/Salary:	Grade 7
Date Prepared:	November 2019

Job Purpose
<p>To provide an excellent student experience by developing a great value food offer in line with the latest customer trends relevant to the target customer.</p> <p>To develop and deliver an efficient and high quality Hospitality service to support internal meetings and events.</p> <p>To develop and delivery Corporate Events ranging from VIP dining to large scale events such as Graduation.</p> <p>To deliver key performance indicators for the service including income & expenditure budget management; food safety; customer satisfaction and team engagement</p> <p>To lead, manage and motivate the catering team to deliver the highest service standards that enhance the student and staff experience and supports the catering and events business.</p> <p>To support the Head of Commercial Services in the development, management and innovation of branded concepts to ensure that operations are able to compete in a commercial environment.</p>

Relationships
<p>Reporting to: Assistant Director – Campus Services</p> <p>Responsible for: Head Chef, Hospitality / Catering Supervisors and Catering Staff members</p>

Main Activities

Main activities and responsibilities:

1. To lead, manage, motivate, train and develop the chefs, retail catering and hospitality staff to achieve excellent operational standards and customer service.
2. To be responsible for achieving the commercial revenue and profit targets/budgets along with the payroll budget for all staff at their designated location (Stoke or Stafford).
3. To ensure management reports are analysed and actioned to maximise revenue potential, manage costs and optimise profits.
4. To ensure and assist when required, efficient and cost effective production of excellent food for retail sale, VIP dining, banqueting and conferences. Provide consistently high standards of production/delivery and the development of menus to suit markets and occasions.
5. To achieve food cost targets through effective menu development, costings, purchasing, portion control and minimal wastage. ensuring best value purchasing (quality, delivery, price, specification) taking advantage of all consortia/partnerships in complying with legislation.
6. To identify training needs and submit training plans, ensuring training is delivered to enable the retail catering and hospitality team to fulfil their potential by effective communication and decision making, as well as good deployment of resources, To undertake coaching, appraising and developing staff to ensure their growth and well-being, to foster team working, high performance and loyalty.
7. To support the Assistant Director - Campus Services in developing and managing all retail operations across the campus, setting the brand standards for all concepts, monitoring key ratios and develop strategies to ensure financial targets are met. Help to set standards (SOP's), monitor service delivery, coach and train and recognise good service.
8. To assist the Assistant Director - Campus Services with the innovation and development of new brands, products, services and methods of service delivery in line with high street trends, and help manage the ongoing re-branding, maintenance and development programme in line with the short- and long-term strategy.
9. To work with the Assistant Director - Campus Services to define and agree the catering strategy and annual operational plan/budget.
10. In conjunction with the Assistant Director - Campus Services to manage the retail catering marketing plan. Negotiate and develop relationships with key University and external client contacts. Help to create and utilise, customer feedback mechanisms to match products and services to customer needs.
11. To support the Assistant Director - Campus Services in ensuring compliance with statutory legislation including management of licensed premises across extended opening hours involving out of hours work, Health and Safety and Food Hygiene and Environmental Health Legislation.
12. To support the Assistant Director - Campus Services to develop relevant department- wide IT systems including financial, stock and cash control, and hospitality management databases.
13. To help provide information on retail catering to support the activities of regional and national purchasing groups including The University Caterers Organisation.
14. To undertake any other reasonable duties as may reasonably be required.

Special Conditions

Every member of our team makes a difference to our customers' experience. You will come across customers as you walk around our Estate and in every interaction you have throughout the working day; we rely on all of our staff to be diligent, helpful, kind and courteous to all our customers, colleagues and each other.

The role holder will be required to travel between sites from time to time in a cost-effective manner, which may be through the use of a car.

To be committed to working with the University to further improve the carbon footprint/environmental issues.

This post is subject to the terms of the University's professional contract which requires a high level of flexibility and commitment to working with Staffordshire University. Specifically, due to the nature of the business within Commercial Services and specifically, within the area of catering, there will be a need for flexible and additional working in relation to the post holder's responsibility for and involvement in events which occur at evenings and at week-ends.

Variation to Job Description

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

Person Specification



Job Title: Catering Operations Manager

School/Service: Estates & Commercial Services

The qualifications, experience, knowledge skills and personal qualities outlined below provide a summary of what is required to carry out this job effectively. They also form the selection criteria on which a decision to appoint will be made. Please ensure that you provide evidence of how you meet the criteria in your application.

No	Selection Criteria Description	Essential [E] or Desirable [D]	Assessed by *
1	Hospitality management qualification or equivalent	E	A
2	Experience of running a commercial operation including catering, retail, conferencing and small business outlets	E	A/I
3	At least three years' experience and a highly successful track record in food and beverage management and delivery, including branded catering management and functions/events experience together with success at leading a team within a commercial environment	E	A/I
4	Relevant Health, Food Hygiene and Safety qualification and an up to date knowledge of relevant food hygiene and health and safety legislation	D	A/I
5	An up-to-date knowledge of branded retail catering trends	E	A/I
6	Organisational and strategic planning skills with excellent attention to detail	E	A/I
7	Extensive practical experience of successfully leading, managing and motivating a large, high-performing team in house team	E	A/I
8	Commercial acumen with effective financial and budgetary management skills	E	I
9	Excellent interpersonal and communication skills with the ability to engage and influence at all levels, both internally and externally and a high level of customer focus	E	I
10	Ability to manage performance at individual and operational level e.g. developing, managing and reporting on service KPI's	E	I
11	Good IT skills- E mail, internet and MS office. Experience of hospitality packages would be advantageous	E	I

12	Able to demonstrate an understanding of the University's strategic plan and a commitment to the University values	E	I
13	Previous experience of working in Higher Education	D	I

<p><u>*Key</u></p> <p>[A] Application form</p> <p>[I] Interview</p>	<p>To be assessed against the information provided in the relevant steps of the application form and the evidence required under Section 4, 'Supporting Statements'</p> <p>To be assessed during the interview process including selection tests or presentation, as appropriate</p>
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