

**Job Description**

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| Job Title: | Catering Manager |
| Faculty/Department: | Campus and Accommodation Services |
| Reporting to: | Assistant Director (Commercial Services) |
| Duration: | Continuing |
| Job Family:  | Administration |
| Pay Band: | 8 |
| Benchmark Profile: | Manager (Administration) Band 8 |
| DBS Disclosure requirement: | No |
| Vacancy Reference: | CA0147 |

**Details Specific to the Post**

**Background and Context**

Campus and Accommodation Services are made up of Commercial Services, the Accommodation Office, the Sports and Fitness Centre and Central Print Services.

Commercial Services are responsible for the provision of all catering for staff, students and guests of the University, for conference and function use (both internal and external customers) and for the management of our halls of residences accommodating 1760 students.

The catering operation at the Cottingham Road campus consists of a main production unit in Canham Turner that is responsible for the preparation of all fresh food items to supply six retail catering outlets on the main campus as well as providing a daily breakfast, lunch and evening meal service in the main dining room and a private dining room / bar offer within Canham Turner. The offer in each outlet will be conducive to the high street brands that are available close to the University. The kitchen also provides the University with an internal hospitality service delivering food and beverages; fine dining to members of the Executive Team, Council and Senate; along with a busy external provision of services to conference, corporate events, weddings and other such events. We are also responsible for the commercial events that take place in Middleton Hall and work closely with other departments to ensure maximum commercial activity is achieved.

The halls of residence in Cottingham provide mainly catered accommodation during the semester period for predominantly first year students and for commercial activity in the vacation periods. Commercial Services are responsible for all catering and cleaning services as well as the day to day management of buildings in this area including the Courtyard on the main University campus.

**Specific Duties and Responsibilities of the post**

The role holder will have responsibility for the management of all campus catering outlets and this will include the daily management of six retail catering outlets, the retail offer within Canham Turner and the Lawns Centre to include café offer and bars. The post has a direct line management an Assistant Manager (Catering Services), Catering Supervisor, a number of outlet team leaders and c.30 catering assistants.

In addition to the main role, there will be a requirement to provide support as a duty manager for functions and events held at the University. It is expected that the role holder will work five days out of seven and hours will be managed on an annual basis.

**Specific Duties and Responsibilities of the post**

1. **Key Responsibilities:**
* Create and deliver commercial strategies that meet and exceed our planned growth targets along with increased profitability of each retail food outlet
* Lead and develop the operational team within the retail and catering portfolio
* Provide fresh and creative ways of improving efficiency and income generation
* Implement continuous improvement and innovation to achieve improved quality, value for money services and growth in income generation
* Assist in identifying and securing opportunities for new or external business income generation
* Lead in the creation of robust business plans to support and deliver against agreed objectives
* Analyse the operating environment for each business unit ensuring they remain viable, proactively focussed and capable of delivering an exceptional customer experience
* Embed a culture of ‘Service Excellence’ in all areas of the post holders remit of service delivery and play a key role in embedding this culture across the Department
* Promote effective partnership and contractual arrangements for the delivery of high quality services through effective and constructive relationships with Departmental, University and external contacts
* Ensure that robust mechanisms are developed to establish and monitor the effectiveness of service related strategies and delivery arrangements, policies and procedures
* Establish, promote and maintain proactive communication and working arrangements and Service Level Agreements with all other Service Departments
* Motivate teams and individuals by providing clear direction, business targets, establishing and maintaining positive relationships
* Ensure robust compliance policies are adhered to, reducing the risk of potential non-compliance to an absolute minimum
* Participate in appropriate internal and external networks and professional groups in the interests of the role and in order to enhance networks and share good practice
* Contribute to CaAS management group, for example via committees, working groups and key departmental projects
* Establish and maintain good, productive and mutually beneficial relationships with senior University Services, Faculty and other Service Department colleagues

**GENERIC JOB DESCRIPTION**

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

### Overall Purpose of the Role

* Role holders will:
	+ Be experienced professionals who are expected to exercise a significant degree of specialist and independent responsibility
	+ Have gained a professional and/or academic qualification and have extensive specialist experience
	+ Be involved in planning and ensuring progress within established procedures and clearly defined university policy by providing a high level of specialist advice and expertise to support the Faculty or Departmental activities
	+ Contribute to the longer term planning in accordance with the wider University strategy
	+ Advise senior University management on policy, functional or service priorities and develop new procedures and polices within existing values
	+ Have responsibility for a service/function and will include managing team(s), monitoring progress and taking appropriate action to ensure the goals and objectives are met.

**Main Work Activities**

### Communication

1. Provide specialist advice and guidance to managers and staff
2. Explain new and existing policies in relation to operational activities
3. Create and deliver presentations to communicate information across Faculty/Dept/University
4. Attend meetings to report on specialist issues
5. Take formal minutes at meetings when required
6. Writes formal documentation
7. Writes procedural documentation

### Teamwork

1. Provide strategic and operational leadership; may supervise team leaders, define objectives, set deadlines, allocate work and monitor outcomes

**Liaison and Networking**

* Proactively develop and maintain internal and external contacts to benefit the University
* Participate in networks internally and/or externally

### Service Delivery

* Assist in the preparation, presentation and implementation of the strategic plans and operating statements and ensure compliance with reporting requirements within the University
* Assist with the effective management of the quality of the service
* Assist the Head of Department/Service to maintain administrative direction
* Develop and manage projects that contribute to improving service delivery
* Develop and maintain systems and processes to ensure effective delivery of the service

### Planning and Organisation

* Co-ordinate departmental processes in conjunction with senior colleagues
* Plan and monitor the work of others
* Contribute to the longer term operational planning of the Faculty/Department
* Organise and service committees as appropriate
* Organise and represent the area and University at events

### Analysis/Reporting

* Analyse qualitative and quantitative data producing reports identifying key issues that inform management interventions. Formulate recommendations and provide advice on the implications of the data

### Additionally the post holder will be required to:

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
* Fulfil the managers’  responsibilities as described in the University’s health and safety policies. These duties include responsibility for ensuring that suitable and sufficient risk assessments are in place for activities within your area of control and for ensuring appropriate health and safety training is in place.
* Support staff to demonstrate their commitment to equality, diversity and anti-discriminatory behaviour. This role includes making time available for staff to undertake mandatory equality and diversity training
* Raise awareness amongst staff and support staff to fulfil their responsibilities to comply with University regulations, policies and procedures

**COMPETENCY SPECIFICATION**

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

. **The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

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| **Competency** | **Identified by** |
| **Knowledge and Experience**  |  |
| A relevant degree or equivalent qualification and/or experience in the hospitality sector | **Application/Interview** |
| Is a professional with proven retail experience in the hospitality sector, and can demonstrate success in business development | **Application/Interview** |
| Has proven senior management experience. | **Application/Interview** |
| Can demonstrate the ability to effectively manage health and safety issues across a range of functions within the job specification. Takes personal responsibility for leading by example and ensures that a robust framework of risk management policies and procedures are in place to protect both individual members of staff and University liabilities. | **Application/Interview** |
| Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development. | **Application/Interview** |

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| **Communication (Oral and Written)**Can demonstrate the ability to summarise complex ideas or information which may be highly detailed, technical or specialist. | **Application/Interview** |
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| **Teamwork and Motivation**Can demonstrate the ability to have responsibility for a service/function. Clarifies the requirements of the tasks to meet the overall goals and objectives. Monitors progress and takes appropriate action to deal with difficulties and conflict. Identifies development and training needs of the team, monitors performance and gives feedback. | **Application/Interview** |
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| **Liaison and Networking**Can demonstrate the ability to work across the University and externally to build and strengthen working relationships. Actively pursues a shared interest and works jointly to influence events and decisions. | **Application/Interview** |
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| **Service Delivery**Can demonstrate the ability to adapt the service and systems to meet the needs of the customer and identify ways of improving standards. Takes action to resolve issues and complaints. Collates feedback and views from customers and keeps up to date with changing needs to inform service development/adjustments. | **Application/Interview** |
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| **Decision Making** Can demonstrate the ability to consider the wider impact of decisions, assesses possible outcomes and their likelihood. Uses judgement to make decisions with limited or ambiguous data and takes into account multiple factors. Distinguishes between the need to make a decision, when to defer and when not to take a decision. | **Application/Interview** |
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| **Planning and Organisation**Can demonstrate the ability to agree objectives and requirements for the team or area of operation. Monitors overall progress of project or area of operation and ensures corrective action is taken. | **Application/Interview** |
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| **Initiative and Problem Solving**Can demonstrate the ability to gather information from a variety of sources to develop solutions and considers the longer term benefits against their chances of success. | **Application/Interview** |
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| **Analysis/Reporting**Can demonstrate the ability to design and use data gathering and analytical methods appropriate for each investigation. Recognises and accurately interprets patterns and trends. Recognises when additional data is required and identifies appropriate sources. Produces reports and identifies key issues and findings. | **Application/Interview** |