**JOB DESCRIPTION**

|  |  |  |  |
| --- | --- | --- | --- |
| Post title: | **Assistant Catering Manager** | | |
| Academic Unit/Service: | Estates and Facilities | | |
| Faculty: | Catering Services |  |  |
| Career pathway: | CAO | Level: | 3 |
| \*ERE category: |  | | |
| Posts responsible to: | Catering Manager (Level 4) | | |
| Posts responsible for: | Retail Catering Supervisors and Assistants (Levels 1a-2b) | | |
| Post base: | Office based and operational | | |

|  |
| --- |
| Job purpose |
| Oversee and ensure all assigned campus catering outlets are operating in accordance with standard operating procedures and that supervision of each unit is adequate and staff are providing high levels of customer service.  To comply with all statutory and University Governance requirements (the Health & Safety at Work Act, University Food Safety Management Policy) and to report to your line manager any signs of non-compliance within your work areas. |

| Key accountabilities/primary responsibilities | | % Time |
| --- | --- | --- |
|  | Support the Catering Manager with the day-to-day retail and hospitality catering operation ensuring that each area is staffed and equipped to cover business needs and Supervisors are meeting their job requirements. | 20% |
|  | Co-operate with the management in the planning, communication and implementation of standard operational procedures (SOPs) and all other relevant work-based training and monitoring to include performance management and appraisals. | 15% |
|  | Ensure all University procedures and legal requirements pertaining to safety, hygiene and security are adhered to at all times ensuring the health and safety of employees and members of the public are fully considered. | 10 % |
|  | Adhere to set budgets and adapt operational costs in line with business fluctuations. | 10% |
|  | Assist the Catering Manager with the recruitment, training and people development to support delivery of an excellent high quality service across the University’s campuses. | 5% |
|  | To ensure closing down procedures are followed to includes the cashing up of tills, recording of income and preparation of floats for the next day. | 5 % |
|  | Proactively support the Catering Manager with product and service development and the creation of commercial initiatives designed to increase footfall and enhance customer experience. | 5 % |
|  | Assist in identifying efficiencies in systems and procedures within the department, making recommendations and implementing where appropriate. | 5 % |
|  | Ensure allocated areas are kept clean and safe at all times, deal with customer enquiries, elements of troubleshooting. | 5 % |
|  | Place equipment, food and drink, and disposable orders with nominated suppliers and ensure receipt of goods is carried out in accordance with department policy. | 5% |
|  | Assist with regular stock auditing checks and quarterly stock takes of all goods and equipment. Ensure workspace audits are being carried out and actioned. | 5% |
|  | Undertake basic administrative tasks such as documenting staff hours, staff meeting notes and production of menus. | 5% |
|  | To attend meetings and training courses as required by the management team. Any other duties as allocated by the line manager commensurate with the grade of the position, following consultation with the post holder. | 5% |

| Internal and external relationships |
| --- |
| University staff and students  External customers  University suppliers and other external agencies |

**PERSON SPECIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of NVQ2, GCSE or City and Guilds.  Basic food hygiene certificate  Experience in retail management, food service, hospitality, systems thinking, H&S, food and people development.  Full Driving Licence  Experience interpreting and re-acting to P&L accounts. | An understanding of COSHH  Personal Licence (Alcohol) | Application and/or Interview |
| Planning and organising | Able to carry out allocated tasks to the required standard. Good time management. |  | Interview |
| Problem solving and initiative | Able to independently solve a range of problems by responding to varying circumstances, whilst working within standard procedures. |  | Interview |
| Management and teamwork | Able to contribute to team efficiency through sharing information and constructively supporting others.  Able to ensure any staff managed or supervised are focused on allocated tasks and aware of service standards.  Ability to effectively allocate work and check the work of others ensuring required service standards and deadlines are met.  Ability to adapt well to change and service improvements. |  | Interview and CV |
| Communicating and influencing | Able to seek and clarify detail.  Experience of providing advice on administrative procedures to colleagues and external customers.  Able to elicit information to identify specific customer needs. | Clear understanding of the English language | Interview |
| Other skills and behaviours | Strong leadership skills and ability to work under pressure. |  | Interview |
| Special requirements | Attention to detail. Able to work when required evenings/weekends |  | Interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

|  |  |
| --- | --- |
| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

|  |  |  |  |
| --- | --- | --- | --- |
| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work | √ |  |  |
| Extremes of temperature (eg: fridge/ furnace) | √ |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: | √ |  |  |
| Frequent hand washing |  | √ |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  | √ |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) | √ |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling | √ |  |  |
| Repetitive crouching/kneeling/stooping | √ |  |  |
| Repetitive pulling/pushing | √ |  |  |
| Repetitive lifting | √ |  |  |
| Standing for prolonged periods |  | √ |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) | √ |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height | √ |  |  |
| Repetitive reaching at shoulder height | √ |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  | √ |  |
| Lone working | √ |  |  |
| ## Shift work/night work/on call duties | √ |  |  |