**JOB DESCRIPTION**

**Job Title: CATERING MANAGER**

**Department: Catering**

**Responsible to: Assistant Bursar**

**Responsible for: Front of House (FoH) Team**

**MAIN PURPOSE:**

To lead and manage the Front of House team, working alongside the Executive Chef and Kitchen team to ensure the highest standards of catering and service delivery are consistently met in line with the varying demands of the Colleges students, fellows, staff and conference business needs.

To oversee the financial performance of the department, working alongside the Executive Chef, and to ensure effective controls are in place to manage efficiently and professionally, maximising revenue for the College whilst being respectful of the College’s primary function as an education provider, place of learning and research as well as student residence.

To ensure compliance with legislative requirements and environmental sustainability.

To grow, develop, and manage the catering and conference services, ensuring quality standards and maximizing revenue for the College.

**KEY TASKS:**

**Leadership and Management**

* Proactively lead the Front of House Catering team in a well-structured, efficient, costed, organised and professional manner (*supported by Assistant Bursar in all aspects).*
* Maintain an up-to-date knowledge of developments and trends in the catering industry to develop, implement and constantly review strategies and working practices, equipment and techniques to constantly evolve and improve existing systems, processes and service standards of the front of house team.
* Create a culture of respect and dignity in the workplace. Encourage the team to have a proactive, professional mindset whilst taking pride in and enjoying their work and having fun on shift.
* Create, implement and manage a “shift standards” plan for all staff to work to, ensuring consistency across each service.
* Ensure appropriate induction, training and development is in place for all new and existing team members.
* Adopt a coaching and mentoring, collaborative approach to ensure the team is performing to the best of its ability and is constantly developing, evolving and improving in all areas.
* Inspire the team to develop, grow and have fulfilling careers.
* Drive high levels of productivity.
* Ensure effective retention and resourcing processes are in place.
* Advise the College and Assistant Bursar of all best working practices.
* Work closely with other HoDs to maintain harmony and encourage collaboration across the teams.

**Finance and Business Management**

* Oversee the strategic and day to day operations and manage financial performance and controls of the Catering business alongside the Executive Chef (*supported by Assistant Bursar in all aspects)*. This includes all operating costs such as staffing, recruitment and training, menu costings and profit margins for all types of service, portion control, stock management – ordering (placing and processing using the focal point and epsys systems amongst others), stock rotation, appropriate level controls etc.
* Budget and establish financial targets and forecasts for the department and monitor performance against these. Take appropriate corrective action where necessary.
* Prepare and present financial reports on the catering function of the college, as and when required, assisting in the preparation of revenue budgets with the Assistant Bursar, applying rigorous cost controls and setting pricing strategies, ensuring that correct purchasing and tendering procedures are followed in accordance with the College's policies and procedures.
* Oversee rota management – plan strategically to incorporate future internal and external events. Oversee the recruitment and staffing strategy.
* Work with the Head of Conferences and Events to ensure conference/events business is discussed and agreed with clear plans in place to meet the needs of both College business and events business.
* Work with the Head of Communications to utilise social media platforms to assist revenue generation, idea creation and positive interaction with students.
* Regularly review relationships with external suppliers, vendors and business partners.

**Food and Service Standards**

* Organise, lead, and motivate the teams to develop and maintain professional service standards, ensuring the highest quality service delivery to meet our fine dining expectations at Formal Halls and conference business and everything in between from BBQs to sandwich buffets.
* Develop, implement and constantly review strategies to improve existing systems and processes with the FoH management/supervisory team – staffing, rotas, customer service, cleaning standards, training and supervision etc.
* Work alongside the Executive Chef to develop, implement and constantly review strategies to improve existing systems and processes – menus, consistency of food quality, portion control, allergen controls and considerations, wastage recording, cleaning standards, training and supervision etc.
* Ensure appropriate standards of behaviour are maintained at Formal events by dealing appropriately with unruly students and/or guests.
* Continuously review the operation of the Buttery. Implement improvements to systems and processes where required.
* Continuously review the operation of the Griffin Bar. Implement improvements to systems and processes where required.

**Food Hygiene, Health and Safety**

* Ensure a Health and Safety culture is adopted and there are adequate risk assessments, systems and processes in place in both Front of House and Kitchens to ensure legal compliance. Food Allergens, COSHH, HACCP, Risk Assessments, FIFO, Date and Use By labelling, Accident recording, reporting and investigations, reporting of equipment issues or breakdowns to the appropriate company or to Building Services/Estates Help Desk.
* Maintain an up-to-date knowledge of developments in the catering industry regarding health and safety legislation to ensure that the Catering Department maintains compliance.
* Ensure that all personal responsibilities are met under food safety and health & safety legislation.

**General**

* Key player within the Facilities Management Team.
* Manage communications with the Assistant Bursar by keeping them informed and updated in weekly meetings.
* Cooperate with all staff in maintaining harmonious inter-personal relationships, internally and externally. Homerton College expects all staff to treat others with respect and courtesy.
* Develop and implement a health and safety culture ensuring that all work carried out by internal staff and external contractors is carried out in accordance with food hygiene standards.
* Ensure maximum use is made of the information technology systems.
* Place orders and manage focal point and other ordering systems, match invoices to orders and process them to ensure they are authorised for payment without delay, create POs and follow finance procedures.
* Develop and train staff in accordance with the College's overall personnel policy and objectives. Ensure that staff reporting to the post holder are made aware of the College's goals, objectives and activities.
* Within the regular review framework, advise on the staffing/outsourcing split required to run the department and to ensure an adequate service is maintained at all times.
* Appraise staff for whom you are directly responsible and ensure that training programmes are identified and implemented effectively to ensure compliance with the College's goals and objectives and in consultation with the Head of HR.
* Represent the College at external meetings, i.e. Colleges Catering Meetings.
* Attend meetings of any relevant College committees.
* Undertake any other duties appropriate to the post as necessary or requested.

**PERSON SPECIFICATION**

**Essential:**

* A minimum of five years’ experience of leading and managing a catering team at management level or equivalent in a similar fast paced, demanding and professional environment.
* Ability to work calmly under pressure
* Strong record as a people manager, team builder and leader
* Ability to mentor, coach and develop teams
* Experience of managing and driving change effectively
* Experience of working with budgets and financial targets
* Experience in stock control, financial control, and procurement.
* The ability and willingness to adopt a flexible approach to working hours, including evenings and weekends is expected and you may be required to work additional hours from time to time in order to fulfil the requirements of the role and the needs of the College
* Food Hygiene qualifications
* Basic DBS Certificate (to be obtained)

**Desirable:**

* Experience of working within a similar College environment
* Hotel, Catering or General management qualification
* Personal Licence Holder
* Health and Safety qualification, ideally IOSH Managing Safely
* Working knowledge Epos till management
* Working Knowledge of Kinetix or similar room management systems

**PERSONAL SKILLS**

**Essential:**

* Ability to lead and motivate a team
* Excellent organisational and time management skills
* Strong communication skills across many levels and ability to develop good working relationships
* Ability to prioritise own and others workloads both short and long term
* Ability to adapt, evolve and continually improve standards and departmental services
* Ability to respond positively to all feedback and implement changes accordingly
* Excellent numeracy and literacy skills
* Must be able to demonstrate sound decision making and judgment under pressure
* Must be willing to incorporate others in decision making when required
* IT literate
* Good sense of humour

**Desirable:**

* Good analytical skills
* Ability to think creatively
* Any professional qualifications relevant to the post