

Job Profile

Job Description

Job Details

Job Title:	Catering Operations Manager		
School/Dept/Institute & Centre:	Estates and Facilities Directorate – Catering & Hospitality		
Reports to:	Catering and Hospitality Manager		
Grade:	4	Full Time:	Yes
Appointment period:	Indefinite		
Current Location:	University campuses		

Job Context

The Catering & Hospitality Department is part of the Estates & Facilities Directorate and is responsible for providing high quality, customer focussed catering & hospitality services to a number of food outlets, internal & external events that support teaching and learning and revenue generating activities at Queen Mary University of London.

Job Purpose

Day to day management of Catering outlets and staff, ensuring excellent customer service, compliance with the food safety policy and easily accessible food choice, including provision for those with special requirements. Assisting with the overall management of catering activities on the University Campuses developing the business to maximise income and profit, with a focus on providing a quality front of house service and income generation.
Duty Management covering the Assistant Catering Manager and Hospitality Manager.

Main Duties & Responsibilities

- To ensure that standards are maintained, targets met and compliance with all policies and procedures, whilst at the same time providing a high standard of customer service.
- To plan and manage staffing levels to ensure optimum deployment of staff to meet operational needs, whilst controlling costs.
- To ensure all activities are compliant with QMUL administrative, human Resources & financial procedures, food policies and alcohol licences.
- To be responsible for maintaining a high standard of food hygiene and health and safety in accordance with policies and procedures and all current legislation, providing a clean, safe and tidy customer and staff environment.
- To work collaboratively with the Catering & Hospitality Manager and wider catering team to achieve the departmental objectives.
- To support the management team by engaging in the development of promotional campaigns and initiatives.
- Keep up with current food trends, retaining an awareness of customer needs.
- To maintain stock levels and order new supplies as required.
- To be responsible for the line management of the Assistant Catering Manager, Team Leaders and Catering Assistants.
- To provide effective leadership, direction and support to the catering team, through motivating and encouraging staff engagement.
- To recruit and train permanent and casual staff.
- To carry out annual appraisals ensuring that all staff fully understand and are able to work towards their agreed targets.

Main Duties & Responsibilities

- To lead on staff induction, development and appraisals, identifying staff training needs.
- To hold regular staff briefings and one-to-ones meetings.
- To ensure all team members have a clear understanding of their goals, their priorities and what they should be focusing on a daily/weekly/monthly basis.
- To maintain simple staff records by monitoring sickness, holiday requests, additional hours and agency staff time sheets.
- To ensure that all members of the team present a smart and professional image at all times.
- To assist customers with queries in a professional, courteous and friendly manner, so that customer care standards are met and complaints kept to a minimum.
- To ensure team members are reporting complaints and compliments.
- To attend training courses and staff meetings as required.
- To plan new promotions and initiatives, contributing to business development.
- To be prepared to work evenings and weekends in line with business requirements

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

Job Profile Person Specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

	Requirements	Essential / Desirable	How Assessed
Qualifications	Educated to degree level or equivalent relevant experience	Essential	A
	Management Qualification or equivalent relevant experience	Essential	A
	Level 3 Food Hygiene Certificate	Essential	A
	Level 3 Health & Safety Certification	Essential	A
	Clean, valid UK Driving License	Essential	I
	NVQ Assessor/ Verifier	Desirable	A
Knowledge, Skills and Experience	Operational management experience of high volume food production in a multi-site commercial catering and hospitality environment	Essential	A / I
	Experience in delivering quality catering for large high profile hospitality events	Essential	A / I
	Significant experience of managing staff and operational delivery at multiple sites / locations	Essential	I
	Excellent attention to detail	Essential	I
	Experience of health & safety management	Essential	I / OM
	Excellent communication and inter-personal skills	Essential	I
	Customer focused and driven to provide excellent service and customer satisfaction	Essential	I / OM
	Ability to team build constructively and professionally	Essential	I
	Computer literate	Essential	OM
	Experience of catering for customers with dietary, religious or allergen based requirements ensuring safe food production practices are adhered to	Essential	I
	To show willingness to be flexible, constructive and honest whilst operating with integrity	Essential	I
	Experience of procurement and stock management	Desirable	A / I
	To show flexibility to work shifts and weekends as necessary according to business demands		

Essential/Desirable:

E = Essential: Requirements without which the job could not be done.

D = Desirable: Requirements that would enable the candidate to perform the job well.

How Assessed:

A = Application

I = Interview

OM = Other Means (e.g. presentation, test, etc.)