



# Murray Edwards College

University of Cambridge

## Job Description

<b>Job title:</b>	<b>Catering Operations Manager</b>
<b>Department:</b>	Catering & Events
<b>Location:</b>	Murray Edwards College
<b>Purpose of role:</b>	Responsible for the co-ordination and delivery of all the Catering Department's (Kitchen and Front of House) activities, both Collegiate and Commercial. To hold a personal drinks Licence and be the Designated Premises Supervisor To deputise for the Chair of the Health and Safety Committee and co-ordinate Health and Safety documentation and essential training across designated departments
<b>Line manager:</b>	General Manager, Accommodation, Catering & Events
<b>Line manages:</b>	Head Chef and reporting team, Front of House Manager and reporting team.
<b>Financial responsibility:</b>	No direct financial responsibility
<b>Salary and Salary Band:</b>	£35,000pa (Band 4)
<b>Hours:</b>	Full time - 37.5 hours per week
<b>Working environment:</b>	Office based, plus main Hall and College kitchens

### Main Duties and Responsibilities

- To lead, direct and manage all aspects of the services provided by the Catering Department
- To monitor, motivate and supervise the performance of the Catering team, to meet their needs and the aims and objectives of the department.
- Undertake performance management responsibilities (including the setting of performance objectives and performance reviews) in tandem with the G.M. (A,C&E)
- Directly responsible for the smooth operation of all College and Commercial Events
- Liaise with other College departments as necessary to facilitate the delivery of their diary of events.
- To communicate with the Kitchen and the Events Office daily and in a timely fashion to ensure the accurate communication of information and the delivery of services,
- Represent the Catering departments at college committees as required and also collegiate committees. e.g. - Catering Managers Committee

### Service Standards

- To ensure Quality Assurance is achieved through updating or introducing Standard Operating Manuals. Communicate and train staff on these standards with the support of the Deputy Front of House Manager.
- To perform such duties as necessary to ensure the economic and smooth running of the Catering Department including administrating or delegating : - rotas; time sheets and events sheets and the updating of these
- Responsible for the induction and training of all full and part time staff.

- To liaise with the Accommodation Manager on standards of presentation in the public areas and function rooms, and with the Head Chef on shared areas of work.
- Front of House and Kitchen staff with the assistance of the Head Chef and the Front of House Manager

### **Sales and Marketing**

- Work with the Marketing and Events Officer and the Events Assistant to secure and facilitate bookings
- Assist in the Sales and Marketing of Weddings activity, primarily through customer liaison.

### **Financial Responsibilities**

- Produce and maintain accurate records for Internal Financial targets and to liaise with the Head Chef and the Events Manager with particular regard to staffing costs and the proportionate spending required to maintain and develop our service capabilities.
- To produce, train and monitor all staff (including student staff) in the College's cash handling procedures for all Catering tills.
- Responsible for overseeing the maintenance of the Meal Booking in System and training supervisory staff in its operation

### **D.P.S.**

- As the Designated Premises Supervisor, to advise the college and communicate the requirements of the Licence.
- Responsible for the control and cellarage of all college wines and beverages and the accurate stocktaking and recording of such.
- Put in place a Standards and Operating Manual for the JCR bar and train and manage the part time bar staffs' adherence to this.
- Responsible for all aspects of the Wine List including selection, ordering and pricing, working closely with the GM.(R,C&E) and the chosen suppliers.

### **Hygiene and Safety**

- Deputise for the Chair of the Health and Safety Committee in their absence and support the Chair in the day to day to responsibilities of the Health and Safety role.
- Represent Catering and Events on the College Health and Safety Committee.
- Write, Update and revise as necessary Risk Assessments for Kitchens, Catering and Events. Support and advise as required and in a uniform format
- Provide support on all aspects of operational Health and Safety and Risk Assessments as many be reasonably requested in other departments as specified by the GM
- Working with the G.M (R,C&E) to implement, maintain and update the departmental Health and Safety Policy and the Health and Hygiene Policy.
- Responsible for the training and Induction of direct reports
- Ensure all plant and equipment are working correctly and remedial action taken as required.

To act as an Ambassador for Murray Edwards College at all times and treat all customers and colleagues in a professional manner.

Such Other duties as may be specified from time to time by the Bursar, their equivalent or the General Manager (Accommodation, Catering and Events).

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Level 3 Food Safety</li> <li>• Personal Licence Holder</li> </ul>	<ul style="list-style-type: none"> <li>• Conference/front of house services qualification</li> <li>• Level 2 Health and Safety</li> </ul>
<b>Skills, knowledge, experience</b>	<ul style="list-style-type: none"> <li>• Solid experience in a similar role</li> <li>• Excellent knowledge of Food and Beverage particularly wines</li> <li>• Excellent Customer Service Skills</li> <li>• Previous experience of managing conference/front of house services</li> <li>• Strong interpersonal and communication skills</li> <li>• Good knowledge of current Food Safety and Health and Safety legislation.</li> <li>• Strong analytical skills including financial literacy, strategic planning.</li> <li>• Competent user of Microsoft Office IT Packages, FORUM, EPOS, and other specific events/food control software.</li> </ul>	
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Friendly, confident, approachable and discreet.</li> <li>• Excellent attention to detail.</li> <li>• Ability to manage own and others workloads with minimal supervision.</li> <li>• Extremely well presented with a high standards of personal appearance.</li> <li>• Flexible approach to work and tasks (including shift patterns).</li> </ul>	