

ASSISTANT MANAGER - CATERING

Role Profile

The Union's vision is that: **Every student loves their time at Southampton.**
Your role in contributing towards achievement of this vision is described below.

Main Purpose of Role:

- 1) Engage with our customers and deliver compelling events and food offers
- 2) Manage a team that delivers excellent service and standards in all food and beverage outlets
- 3) Accountability for delivering the planned programme of trading activity

Responsible to: Head of Food & Beverage (Head of Commercial Operations in the Interim)

Responsible for: Catering Supervisor and Catering Staff

Grade: D

Main Duties of the Role

Engage with our customers and deliver compelling events and food offers

- Ensure that our catering services are ready for operation prior to any shift or event.
- Ensure the correct product and stock levels for all normal operations and products are in place for any planned events.
- Maintain all catering stock, kitchens and service areas are in good clean order including stock management (ordering, deliveries, storing, recording, monitoring and merchandise of products).
- Assist in developing clear policies for the look and feel of the catering services ensuring overall expectations are delivered.
- Ensure all products are fully evaluated for cost and ethical purchasing.
- Operationally manage the maintenance service schedules of all equipment ensuring excellent product care and to provide customers with consistently high-quality products.
- Compile, cost and develop a menu cycle, introducing ways of encouraging new customers and responding to customer feedback.
- Constantly look at the hospitality market to ensure best practice and trends.

Manage a team that delivers excellent service and standards in all food and beverage outlets

- Ensure that Health and Safety standards are met including safe working procedures, equipment checks, risk assessments, monitoring, COSHH and HACCP reporting.
- Review and improve Health and Safety procedures within the service and ensure they are met and implemented by all staff.
- Ensure safe and correct use and maintenance of utensils and equipment.

- Ensure the right stock is in place at the right time, checking, maintaining and ordering stock.
- Ensure hygiene, cleanliness and tidiness within services.
- Responsible for the operations of the EPOS system, including setting products and reporting of faults.

Accountability for delivering the planned programme of trading activity

- Lead the staff working within the catering services, ensuring that staff work as an effective team and are focused on key priorities
- Resource planning, recruitment, selection and induction of new staff.
- Assess staffing requirements for activity and events, ensuring the right level of staffing provision.
- Prepare staff rotas, submit time sheets and undertake relevant administration ensuring the service is staffed at the right time to the right levels.
- Ensure all products are merchandised to maximum effect, including ensuring staff are skilled in up-selling, product presentation and knowledge.
- Lead the customer service aspects of the operation and presentation of any products through to the point of sale and beyond.

Duties whilst on a Duty Manager shift

- Operationally direct overall service and event provision, including monitoring standards, delivering service and event requirements and leading the staff team.
- Have responsibility for staff working within Union buildings and venues, acting as a point of contact, resolving issues and ensuring staff work as an effective team.
- Handle customer all customer, management and health and safety issues that arise, ensuring that they are resolved, reported and escalated as appropriate.
- Ensure the buildings are kept safe and appropriately secured

Contribute to the overall effectiveness of the Union by

- Participating in and driving personal learning and development
- Attending all meetings and training events, as required
- Ensuring that statutory and legal obligations are met
- Supporting the implementation of the Union plan, promoting our aims and values through the goals of the departments Operational Plan
- Promoting the Union's various policies within your work, in particular Health & Safety, Equality & Diversity and Ethical & Environmental
- Contributing to the positive image of The University of Southampton Students' Union with students, University and the local community working with the team to ensure a full service is provided at all times, providing cover as necessary
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives
- Completing such other duties as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of the post

Role Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and also to identify any training and development needs once in post.

KEY/QUALIFICATIONS/EXPERIENCE REQUIRED	ESSENTIAL	DESIRABLE
Diploma in Hospitality Management		X
NVQ level 2 or above in food preparation and cooking or equivalent City & Guilds.	X	
Experienced in hands-on catering to a high standard.	X	
Experienced in product development.	X	
Experienced in delivering hands on training to members of the catering team.	X	
Menu compilation and excellent understanding of ingredients.	X	
Ability to work under pressure and to high standards of delivery.	X	
Commitment to and knowledge of equal opportunities – including inclusivity and access issues	X	
Commitment to and passion for the values and purpose of a Students' Union	X	
Commitment to and an understanding of Equality & Diversity and Ethical & Environmental issues	X	
Basic food hygiene certificate.		X
Educated in business management, accounting or similar.		X
A sound knowledge of H&S in the workplace and especially kitchen environments.		X
Hold, or be able and willing to achieve a Food Hygiene level 3 certificate	X	
Driven to succeed and develop standards of catering to the highest level.		X
A natural leader who inspires staff in the workplace to want to do better and deliver to higher standards.		X
Knowledge of current trends and the commitment to personal development within the catering industry.		X
Full driving licence would be an advantage but not essential		X

Our Values

As an organisation, our values underpin our work and guide what we live by in order to achieve our mission:



Stand Strong

We stand up for students and make sure their voice is heard.

We stand strong when facing challenges and are not afraid to be different. We think big and work to achieve great things.



Join Together

We are an inclusive and diverse community of students and staff

We join together with each other, the University, and the local community to make a positive difference.



Take Responsibility

We take action on the issues that matter to students and act with integrity.

We continually work to be more sustainable, challenge discrimination and prejudice. We strive to be a force for good for students and wider society.