Westminster College, Cambridge: Job Description

**Position:** Catering Manager

Full time 36.5 hours per week (flexi-time)

Linked with University grade 7 - £35,406 to £46,042

Reporting to the Bursar, the Catering Manager oversees the operations of kitchen, conference and events, and catering teams. As a member of the College's senior leadership, the Catering Manager is responsible for the ongoing catering operation and development of the team members.

The Catering Manager brings the required knowledge, skill and experience to ensure the smooth running of events, is a capable leader and is passionate about food and service excellence. The Catering Manager is commercially minded and takes accountability for the department and its team members.

Supported by the Head Chef, Sales and Marketing team and other C+E reporting staff is a leader, taking a leading role in creating a culture of respect and dignity in the workplace. They will inspire and encourage the team to develop and grow, implementing strategies to maximise profitability and developing new initiatives to advance the department. They will have a clear understanding of gross profit and financial controls.

Recognising the sensitivities relative to the College’s role within the United Reformed Church, the Catering Manager is expected to respect the Christian ethos of the College and its role as a centre for learning within the United Reformed Church. The Catering Manager will lead by example, have a reasonably flexible approach to working hours and a drive to ensure progressive development.

**General responsibilities**

- Follow, enforce and maintain all Westminster College policies and procedures and the College Code of Conduct.

- Promote and encourage a high standard of work within the College.

- Ensure a Health and Safety culture is adopted, observing all health and safety requirements, food hygiene, licensing laws and other statutory regulations.

- Alert the Bursar to any concerns or opportunities.

- Ensure confidentiality in relation to personnel, finance, and other sensitive areas.

**Preferred skills and experience:**

- Organisational skills in a fast-paced environment, with food & beverage and event delivery experience.

- Supervisory and leadership experience with a customer service and stakeholder-centric focus.

**Specific responsibilities**

- Design, plan and cost menus and promotions in conjunction with Head Chef and Sales & Marketing team.

- Oversee the ordering, stocktaking, stock rotation and wastage.

- Control and manage all costs and resources i.e. wet /dry goods, payroll, equipment, cleaning and maintenance, to ensure efficiency and profitability.

- Line manage and supervise the team throughout the lifecycle of all events including client liaison, planning, resource allocation, ordering, delivery, and event evaluation.

- Ensure the highest level of quality and service.
• Take carriage of operational feedback, respond to complaints, and implement improvements as appropriate.

• Ensure the highest standard of operation and continued development of the team, including developing and implementing training programs, supervision, operational evaluation, quality assessment and efficiency improvement.

• Undertake regular one to one reviews with team members to set objectives, encourage employee contribution and personal development.

• Ensure the smooth coordination, response and delivery of all events and staff responsibilities.

• Brief teams with daily activities including event prepping, check-in/check-out preparation, as well as other duties needed for visiting conference guests and improving experiences.

• Ensure all catering processes and systems are updated and improved to ensure correctness of data and benefit to the college.

• Secure feasible, manageable and appropriate business for the College, ensuring all events are scheduled and developed to attract business central to our core purpose, deliver good margin and progress the College’s reputation, perception or processes.

**Senior Management responsibilities**

• Hold responsibility for developing catering and C+E operations annual budget, monitoring and controlling operational costs and identify and implement efficient ways of working and cost savings.

• Working with the management team and other stakeholders, develop incentives to increase staff retention, productivity and morale.

• Develop and manage upkeep, rota and organisation of kitchen, catering and conference and events operational departments.

• Attend all management team meetings and provide updates to Management Committee as required.

• Work with and develop external supplier relationships to the benefit and interest of Westminster College.

• Comply with regulations, policies and procedures of the College and serve as response manager during on call rotation.

• Actively contribute to develop the Westminster College business plan and vision.

• Acting as the College’s responsible person and licence holder for entertainment and alcohol licences.

• Ensure that the College’s commitment to Equal Opportunities is maintained

• Act within any standing orders or financial limitations imposed by the Governors, Management committee, Principal or Bursar.

• Possess a flexible approach to working hours and be prepared to offer reasonable out of hours support for college conferences and events.

• Provide general assistance to the Principal and Bursar and carry out other reasonable/ additional duties required within the scope of the post.

**Expected Standards**

• **Communication:** Promote a culture of open and effective communication to enable constructive relationships with colleagues and internal and external contacts.

• **Equality & Diversity:** Actively foster an environment which nurtures equality and cherishes diversity.

• **Health Safety & Security:** Promote, monitor and maintain best practice in health, safety and security.

• **Customer Service:** Work collaboratively to develop a customer service culture which fosters continuous improvement.

• **Personal and People Development:** Take responsibility for own personal development and support the development of others to enhance their skills and knowledge.

*Further details available in Expected standards document*
Remuneration & Benefits

- Full time 36.5 hours per week (flexi-time).
- Linked with University grade 7 - £35,406 to £46,042.
- 28 days holiday plus Bank Holidays.
- Free lunch on working days, subject to kitchen being open.
- Free parking on working days, subject to availability.
- Employee Assistant Programme.
- Life insurance Cover.
- Excellent sick pay after probation.

Person Specification

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1. Education and Training
- A levels with a minimum of 10 years managerial experience, or
- HND with a minimum of 5 years managerial experience, or
- Graduate with 3 years managerial experience,
- Food Safety Level 3 and Health & Safety certificate.
- Degree (or equivalent) in Hospitality Management or General Management

2. Relevant Experience
- At least 3 years of recent and relevant experience of the Catering / Food & Beverage or equivalent in a similar fast past, demanding environment industry as a manager
- Experience in financial management including budgeting, costings, stock control, while delivering high quality service and outputs.
- Good experience and sensitivity of non-for-profit organisation.
- Strong interest in food and current food trends
- Tertiary, College or Charity Sector business development Experience

3. Knowledge and Skills
- Respect for the Christian ethos of the College and College visitors (including customers, volunteers and URC colleagues or members)
- Creative, imaginative, and realistic vision about conference and events activities.
- Proactively manage the operations, marketing strategy and development of a hospitality or catering department.
- High levels of professionalism, organisation, time management, problem-solving ability and general office skills.
- Exceptional stakeholder engagement and communication skills across written, verbal and face to face communication skills, showing collaboration and influence.
- Ability to supervise and manage staff, coaching, developing, and training where needed.
- Showing a flexible approach to commitments and hours of work
- Experienced in Marketing and Business development of Hospitality portfolio.
- Advanced level of Computer literacy in Microsoft office packages computerised booking system (i.e. Kinetics)

4. Qualities and Aptitudes
- Ability to lead, motivate and manage people.
- Resilient, helpful, calm and approachable.
- Proven capacity to work collaboratively, fostering creativity and change.
- Openness to working collaboratively with Westminster colleagues (teaching and support staff), in URC networks for education and learning and with diverse students.
- Public speaking abilities

5. Any other requirements
- A willingness to work flexibly across the calendar year including some weekends and unsocial hours.
- Willingness to cover the duty phone rota once every 4 to 6 weeks minimum.
- Living within 20 miles radius or 45 minutes from the College for emergencies
- Willingness for holiday and rota cover, evening and weekend working, if absolutely necessary for the smooth run of the operations.

May 2024