**Job Description**

**Seafront Catering Manager**

**Role Profile** Manager 2 (MG02) Grade 9/J

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| **Service/Team** | Commercial Operations/Seafront |
| **Reports to** | Contracts and Commercial Manager |
| **Responsible for** | 6x Catering Supervisors/ 50+ Seasonal staff |
| **Number of posts** | 1 |
| **Post number** | - - - - - |
| **Career Grade** | N/A |

**My job improves the quality of life for the people of Bournemouth and Poole by…** Managing an efficient and quality catering service on the seafront.

# Job Overview

To manage the in-house catering service ensuring the efficiency and ongoing profitability of the catering operations on the seafront.

# Key Responsibilities

* Overall management of the catering team including their recruitment and selection, training and development, discipline and welfare, Health and Safety, communication ensuring compliance with all relevant regulations and policies, including: Health & Safety, Environmental Health and Licensing
* Product and site development with a specific focus on efficiency and driving income. Implementation of all menus & costing and the monitoring of sales mix and control. Manage gross profit margins and pricing within industry standards
* Monitor relevant budgets and ensure control reduction of costs and maximisation of income to meet targets
* Responsible for procuring all Food & Beverage Contracts in line with Council procedures
* Control of stock, identifying variances and implements solutions in line with audit recommendations
* Licenses for all aspects of all buildings. This includes applications for all sites on liquor Premises, Personal, PRS, Public Entertainment & Gaming
* Managing and implementing Risk assessments, Normal Operating Procedures and Emergency Action Plans

# Specific Qualifications and Experience

* Educated to degree level or have significant experience in the catering or retail sector
* Food hygiene qualification
* Experience of working in a high intensity seasonal environment
* Significant experience of managing large teams of staff
* Able to demonstrate a sound understanding of how a catering business operates and develops

# Personal Qualities & Attributes

* Leadership – ability to listen and make informed decisions
* Confident and articulate
* Ability to manage and motivate a team
* Ability to use own initiative and problem solve
* Ability to contribute at a strategic level

# Job Requirements

* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car
* To work in locations between Bournemouth and Poole as required
* Flexible working – 5 in 7 days, work over major festivals (e.g. Bournemouth Air Festival) and Bank Holidays
* The post holder is expected to work longer hours as required during the peak summer months and no annual leave will be allowed during these periods. Time will be taken off in lieu during the winter.

**Role Profile (MG02)** **Manager 2 (Grade 9/J)** **Competencies**

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| **Managing,**  **Leading and**  **Developing**  **Others** | Manage a team **of specialists** with the same or similar area of work (up to 15 employees) **or manage a large team of operational staff (between 16 and 49 employees)** |
| Manage the continual **professional** development of the team to achieve service aims **and ensure statutory and best practice outcomes are achieved** |
| Understand the importance of diverse talent during recruitment and development practices |
| Celebrate team contributions and successes |
| Role model enthusiasm and commitment to delivering excellent services which have considered the diverse needs of customers |
| Understand and address performance issues promptly providing continuous feedback |
| **Knowledge**  **and Skills** | Relevant degree (or equivalent experience) |
| Management qualification (or equivalent experience) |
| **Relevant professional qualification (or equivalent experience) with clearly evidenced continuous professional development** |
| **Authoritative** knowledge of the work practices, processes and procedures (including legal and regulatory requirements and the risks of non compliance) relevant to the service, including broader commercial awareness |
| Analyse data and interpret customer information to produce reports that will inform service design |
| Presentation of own or teams work in a focussed and engaging way |
| Complaint handling skills with the ability to respond to escalated customer issues |
| **Creativity and Innovation** | Use effective interpersonal skills to develop solutions to complex or contentious problems where there are a range of options and the information is unclear or conflicting |
| Work in partnership with other areas to identify, recommend, and develop improvements to the efficiency and continuity of own service |
| Encourage and recognise creativity and innovation in own team in relation to business as usual and new commercial opportunities |
|  | **Contribute to shaping the strategic direction of own area by recommending and implementing change using information and data from customers** |
| **Relationships** | Develop relationships with customers which **will** have a direct impact on the service |
| Seek and develop partnerships to achieve collective objectives and help to overcome any barriers to joint working |
| **Decision making** |
| Accountable for the delivery and performance of own team against current and future objectives |
| Make evidence based and outcome focussed decisions using proactive risk management to ensure the quality of the service is maintained |
| **Work**  **Demands** | Set clear and realistic objectives for others ensuring they fit with the service plans; monitor progress against objectives and provide feedback |
| Prioritise workload in an environment of change and where there are competing demands |
| Use relevant information to anticipate potential problems and ensure the continuity of service is maintained |
| **Plan and organise the activities of others, considering both short and long term implications to ensure strategic direction is supported** |

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