Deputy Operations Manager

CATERING & HOSPITALITY

Closing date: 11 February 2018
Interviews: 27 February and 1 March 2018
Directors Introduction

As a member of the Commercial Services team you will be a key contributor in supporting our section to provide essential income to support the University’s key objectives. The services we provide underpin values that will enhance the ‘student experience’, whilst being profitable and sustainable.

We work in an all-inclusive environment where the word ‘team’ is part of our culture. We provide an excellent benefits package supporting market led terms and conditions of employment. We are committed to Investors in people and this is demonstrated by providing an open door policy giving access to the Management Team from all levels of the organisation.

I wish you well with your application.

Jon Greenwood, Director of Commercial Services

Catering & Hospitality

Catering and Hospitality is a large department with staff working in fourteen sites across two campuses. Our sites vary in size and function from Coffee Shops to large scale restaurants and dining halls which specialise in high volumes of both student and conference business.

We employ a large team of people located across our sites including chefs, supervisors, kitchen porters to front line service staff and Costa trained baristas.

We aim to deliver quality in everything we do from service standards to food quality within a very diverse operating environment. Being a University our priority customers are our students. We contribute towards the student experience with fresh ideas and creative food innovations, striving to exceed customer expectations within the very competitive higher education market.
YCL

YCL is a wholly owned subsidiary company of the University of York. YCL was formed in 2012 with the overall aim to deliver a profitable service and provide essential income to the University.

YCL is continuously looking for new ways to support the University. In 2017/18 a new retail store and catering outlet will open for the use of students, staff, visitors and local residents.

There are a number of commercially focussed departments which make up Commercial Services, Catering and Bars, Campus Nursery, York Sport, Design and Print Solutions, York Conferences, Retail Services and support teams including Human Resources Central Administration and Marketing.

YCL was awarded IiP Silver in August 2014.

Benefits Package

- 38 days annual leave including 8 bank holidays (pro rata)
- Pension scheme
- On-site parking
- Concessions rates at York Sport Village and Centre
- 10% off campus NISA supermarkets
- Discount scheme with local restaurants, retail and tradesmen
- Salary sacrifice schemes including cycle to work, childcare vouchers and campus nursery
- Discount scheme with national retailers and services
- Discounted personal postage rates
- Uniform provided

Attractive Place to Work

Centred around the picturesque village of Heslington on the edge of the city of York, the campus offers a wealth of facilities, which includes bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 we have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion.

During this period of change YCL has also grown to support the larger campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.

The University

Founded on principles of excellence equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the centre for almost 16,000 students across 30 academic departments and research centres. In just 50 years we have become one of the world’s leading universities and a member of the prestigious Russell Group.

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles—just a few of many attractions.

But York isn’t just a great place to visit—it’s also a great pace to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.
### Main purpose of this role:

It is anticipated the role will be mainly operational based, yet provide key administrative and business support from the company’s head office function (50%/50% split)

The role will be centred on providing day to day operational management support of hospitality services and provide key administrative support directly to and for the Head of Hospitality and the Operations Manager.

Reporting to the Operations Manager, the role-holder will ensure the effective and efficient working of hospitality services. Acting as relief manager when necessary, you may manage a team of catering, bar and hospitality service staff ensuring that services operate in line with standard operating procedures and legislative requirements: food hygiene, health and safety and liquor licensing to ensure high standards of customer service and customer satisfaction.

In addition, as directed by the Operations Manager, the role will provide the operational management team with administrative and business development support.

### Key responsibilities and duties:

- To establish and maintain a high quality catering offer in conjunction with the Hospitality management team
- To assist in the running and maintenance of the general operational systems.
- To ensure services are provided within the set and agreed financial budgets and key financial targets are met.
- To ensure legislative requirements are met, i.e., liquor licensing legislation, food hygiene requirements, health and safety.
- Act as a key point of contact for the operational management team i.e. liaising with the conference and events team, including discussing and agreeing catering requirements with conference clients.
- Assisting the Operations Manager and the Food Development Manager to implement new business concepts
- Assist the Operations Manager in developing and implementing Marketing and Merchandising Initiatives
- Assist the Operations Manager to implement staff training interventions
- Assist the Operations Manager to implement new operating policies and procedures
- To support in providing staffing cover at all times.
- Define and monitor staff performance and to seek appropriate guidance to manage shortfalls in standards.
- Provide Induction and on the job staff training as appropriate
- To be responsible for effective control and security of finances, i.e., floats, cash takings and stock.
- To meet clients, agreeing requirements, budget for bespoke events and provide support in delivering the event.
- To support the management team in troubleshooting any budget shortfalls.
- Ensure continual delivery of a high standard of customer service, in line with Quality Management standards (i.e. IIP).
- Any other reasonable request or requirements in keeping within the responsibilities of the post.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post in response to business needs.
Skills/Experience:

- Experience of the catering and hospitality industry with particular emphasis on high quality commercial catering.

- The post-holder must have demonstrable hospitality experience in commercial restaurants, café bars.

- Ability to organise themselves and provide a robust administrative function.
## PERSON SPECIFICATION

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<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<tr>
<td><strong>QUALIFICATIONS</strong></td>
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<tr>
<td>• A recognised Management/Hospitality qualification, i.e. HND or degree level equivalent or 2 plus years management experience</td>
<td>Advanced food hygiene certificate.</td>
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<td>• Intermediate Food Hygiene Certificate</td>
<td>Basic Health and Safety Certificate. (IOSHH)</td>
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<td><strong>KNOWLEDGE</strong></td>
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<td>• Knowledge of bar licensing laws – must be prepared to undertake the BII Personal Licence Certificate.</td>
<td>BII Personal Licence Holder Certificate</td>
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<td>• Events management</td>
<td>Knowledge relating to Marketing and Merchandising</td>
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<td>• Commercial / Conference catering.</td>
<td>Knowledge of business Systems, i.e. Kinetix, Time and Attendance</td>
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<td>• Good knowledge of Microsoft Office packages including, Word, Excel and e-mail</td>
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<td><strong>SKILLS / ABILITIES/ COMPETENCIES</strong></td>
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<tr>
<td>• Demonstrable ability to deliver a high quality catering, bar and hospitality service.</td>
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<td>• Ability to work to financial targets</td>
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<td>• Ability to manage and develop a team of staff.</td>
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<td>• Excellent communication skills, written and verbal</td>
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<td>• Ability to work under pressure</td>
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<td>• Computer literate</td>
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<td><strong>EXPERIENCE</strong></td>
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<td>• Experienced in managing financial budgets</td>
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<td>• Experienced in the catering, bars and hospitality industry.</td>
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<td>• Experience of managing/supervising a team of staff.</td>
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<td>• Experience of staff training/induction.</td>
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<td><strong>PERSONAL ATTRIBUTES</strong></td>
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<td>• Excellent communication skills.</td>
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<td>• Flexibility to work unsocial hours</td>
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<td>• Enthusiastic participant in a challenging work environment.</td>
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<td>• Self motivated and ability to motivate others</td>
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<td>• Committed to personal and professional development.</td>
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How to Apply

Online

- Go to https://jobs.york.ac.uk/ycl
- Find the vacancy using reference 6381
- Complete the online application form

You will need to submit your application by midnight (GMT) 11 February 2018.

What will I need?

We will ask you for:

- Personal details
- Your employment history
- Relevant qualifications
- Contact details for two referees

You will need to be ready to show us how you meet the requirement of the job, either in a written statement and / or by answering questions.

The Company will only recruit individuals who have passed the school leavers age. For further information and confirmation of the school leavers age please visit the City of York Council website.

Applicants aged under 18 year of age will only be offered 20 hours a week or less and they must provide evidence that they are in full or part time education/training, or undertaking work based learning such as an apprenticeship.

Help and assistance

Direct queries to ycl-hradmin@york.ac.uk
01904 328413/01904 328424