Senior Catering Manager (Cucina)

CATERING AND HOSPITALITY

Closing date: 20th October 2019
Interviews: 4th and 5th November 2019
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 and Hospitality

Catering and Hospitality is a large department with staff working in various sites across two campuses. Our sites vary in size and function from Coffee Shops, delivered catering and 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

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—its 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

Cucina is the mobile catering brand on campus with a turnover of nearly £1 million. This multifaceted role will involve leading a small team to deliver high volume catering bookings, conference business and high profile formal dinners.

This hands-on role core function focusses on running a fleet of vans delivering hospitalities across campus, often 7 days a week. The core business is supplemented by a range of conference demands varying in size up to 300 covers from refreshments breaks to working lunches to formal dinners.

The role holder will work closely with the kitchen production team and the Catering Operations Manager to ensure brand integrity.

This demanding role will involve networking and liaison with senior University staff ensuring the food and service represents the University positively.

Key responsibilities and duties:

Financial

- To ensure that services are provided within the constraints of meeting strict financial targets relating to levels of income, staffing and material costs, marketing, customer service, hygiene and auditing control.
- To organise staff rotas and allocate duties, ensuring the cost-effective deployment of staff to reflect anticipated trading levels.
- To communicate with and assist the Conference Office in the planning and delivery of conferences.
- To liaise with nominated suppliers.
- Facilitate the legal and functional usability of the fleet of delivery vehicles
- To meet potential customers to discuss their needs and organise delivery of the event, liaising with various stakeholders

Commercial

- Ensure that the department operates as a customer-focused operation that meets and, where possible, exceeds the expectations of its customers.
- Liaise and co-operate on a regular basis with other managers, to improve overall added value of services to the community and other customers.
- Liaise with principal customers, and suppliers and maintain personal contact to promote and develop increased levels of business. To recommend new initiatives for the refreshing and marketing of all services and products to regularly inform our customers and prevent fatigue.
- To ensure service excellence at all times. To rectify any service problems efficiently and to the satisfaction of the customer, maintaining communications throughout the process.

Staff Management

- To deliver, through your team of staff, the expected standards of all aspects of the service to the agreed service levels.
- To take reasonable care of your own health and safety and that of any other person (employee or customer) in the area under your control.
- To arrange staffing and ensure that staff are informed about the work they are expected to undertake and the standards of performance they are expected to achieve.
- To monitor staff performance, taking appropriate action where guidance, training or disciplinary procedures need to be undertaken.
- To undertake an annual performance reviews for all staff within the department.
- To give on the job training ensuring that staff achieve and maintain the competencies required to deliver a customer focussed service.
• To motivate individual staff and promote team work to achieve high standards of performance in an environment where customer focus is paramount to the culture.
• Involvement with staff recruitment and interviewing, other duties within the scope and grading of the post in response to business needs.

Key responsibilities and duties continued:

General

• To liaise with the Head Chef in delivering team briefs to ensure a seamless function between front and back of house.
• To be responsible for the high standards of food and presentation from kitchen to delivery to the customer.
• Actively seek to determine internal and external customer requirements wherever possible.
• At all times to ensure high standards and a professional image with both staff and customers.
• To manage the day to day supervision of multiple events taking place at only one time.
• Ensure team awareness of conference SOP’s and event bookings.
• Maintain booking system through Kinetix

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake

Management responsibilities:

You will manage a team of employees plus casual workers which include Catering Supervisors, Catering Assistants, drivers and casual staff to facilitate peaks and troughs in demand of business.

You will work with the Head chef to support brand standards and ensure all dietary requests are accurately catered for and identified as such.
# PERSON SPECIFICATION

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<tr>
<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</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>• ECDL</td>
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<td>• Level 2 Food Allergen</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>• Working knowledge of events and banqueting management</td>
<td>• Knowledge relating to Marketing and Merchandising</td>
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<td>• Working knowledge of commercial / conference catering.</td>
<td>• Knowledge of business Systems, i.e. Kinetix, Time and Attendance</td>
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<td>• Practical 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>• Demonstrable ability to work to financial targets</td>
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<td>• Proven ability to manage and develop a team of staff.</td>
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<td>• Demonstrable communication skills, written and verbal</td>
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<td>• Ability to work under pressure</td>
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<td>• Current driving licence</td>
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<td>• Computer literate</td>
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<td><strong>EXPERIENCE</strong></td>
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<td>• Proven experience in managing financial budgets</td>
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<td>• Previous working experience in the catering, bars and hospitality industry.</td>
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<td>• Experience of managing a team of staff.</td>
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<td>• Experience of staff training/induction.</td>
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<td>• Experience of managing a multifaceted site</td>
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<td>• Experience of high profile events / banqueting</td>
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<td><strong>PERSONAL ATTRIBUTES</strong></td>
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<td>• Effective 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 8059.
- Complete the online application form

You will need to submit your application by midnight (GMT) 20 October 2019.

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

Help and assistance

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