Catering Manager

Closing date: 20 January 2020

Interview dates: 27 January 2020 & 31 January 2020
Directors Introduction

As a member of the Commercial Services team, you will be a key contributor in supporting our section to provide essential income and 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

Mission and Values

At YCL our mission is to provide the highest standard of customer satisfaction, value for money and quality of product within a friendly and helpful environment.

Our values are:

**Trust** - We will place trust in you to do your job and do it well

**Respect** - We will respect you and expect you to respect your colleagues and customers

**Unique** - We are all unique and diverse and we embrace this

**Enjoy** - We strive to make work an enjoyable place, you should too!

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 Cafes 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 and Starbucks 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.

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

YCL is continuously looking for new ways to support the University. In 2017/18 we opened a new retail store and catering outlet for the use of students, staff, visitors and the general public.

YCL was awarded Investors in People Silver in 2014.

Benefits Package

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

The University

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 students. The University is one of the world's leading universities and a member of the prestigious Russell Group.

An 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, including bars, gyms and shops.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 they have invested in 20 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 growth on campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.
**Salary:** £21,550 — £26,952  
**Grade:** C1  
**Hours of work:** 37  
**Contract type:** Open  
**Reporting to:** Hospitality Operations Manager  
**Location:** University of York, Heslington, York, YO10 5DD

### Main purpose of this role

Reporting to either the Senior Catering Manager or the Hospitality Operations Manager, the role-holder will ensure the effective and efficient working of catering and hospitality services. The role will involve the full day to day operational management responsibilities of a single catering unit or a number of small units.

On a day to day basis, manage a team of catering 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.

### Key responsibilities and duties:

- To establish and maintain a high quality catering offer in conjunction with (where appropriate) the Production Chef.

- 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.

- Deputises for the Senior Catering Manager in his/her absence. This is a frequent requirement in vacations (conference trading) in order to provide management cover for extended operating hours and services. Services operate 7 days per week.

- Act as a key point of contact for conference organisers, i.e. liaising with the conference and events team, including discussing and agreeing catering requirements with conference clients.

- To compile staffing rota s ensuring effective 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.

  - To be responsible for effective control and security of finances during the shift, i.e, floats, cash takings and stock.

  - Ensure continual delivery of a high standard of customer service, In line with Quality Management standards (i.e. Customer First).

  - 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.
# CANDIDATE SPECIFICATION

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<td><strong>QUALIFICATIONS</strong></td>
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<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 &amp; Safety Certificate (IOSHH)</td>
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<td>• BII Personal Licence Holder Certificate</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>• Knowledge of business systems i.e. Kinetix, Time and Attendance</td>
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<td>• Events management</td>
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<td>• Commercial / Conference catering</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 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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### CANDIDATE SPECIFICATION

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<td></td>
<td>• Experienced in managing financial budgets</td>
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<td>• Experienced in the catering 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>• 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 the reference 8329
- Complete the online application form

You will need to submit your application by midnight (GMT) of the closing date.

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 show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

YCL 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 18 and under will only be offered a maximum of 20 hours of work a week, and 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