Senior Catering Manager

Closing date: 10 March 2022

Interview date: 17/18 March 2022
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.

We wish you well with your application.

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: £30,000 per annum
Grade: C2
Hours of work: 37 hours per week
Contract type: Open
Reporting to: Catering Operations Manager
Location: University of York, Heslington, York, YO10 5DD

Main purpose of this role

This multifaceted and demanding role will involve leading a large team to deliver high volume student and conference business events which can include formal dining.

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.

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 complete and maintain all staff records to the required standards.

• 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.

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 the counter to the plate.

• 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 local bars within the department.

• 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 other duties within the scope and grading of the post in response to business needs.

Management responsibilities:
# CANDIDATE SPECIFICATION

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<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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| QUALIFICATIONS | - A recognised Business Management/Hospitality qualification, i.e. HND or degree level equivalent  
- Intermediate Food Hygiene Certificate | - Advanced food hygiene certificate  
- Basic Health and Safety Certificate (IOSHH)  
- ECDL |
| KNOWLEDGE | - Knowledge of bar licensing laws – must be prepared to undertake the BII Personal Licence Certificate  
- Working knowledge of events management  
- Working knowledge of commercial / conference catering  
- Practical knowledge of Microsoft Office packages including, Word, Excel and e-mail | - BII Personal Licence Holder Certificate  
- Knowledge relating to Marketing and Merchandising  
- Knowledge of business Systems, i.e. Kinetix, Time and Attendance |
| SKILLS / ABILITIES/ COMPETENCIES | - Demonstrable ability to deliver a high quality catering, bar and hospitality service  
- Demonstrable ability to work to financial targets  
- Proven ability to manage and develop a team of staff  
- Demonstrable communication skills, written and verbal  
- Ability to work under pressure | - |
# Candidate Specification

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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 large 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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<th><strong>Personal Attributes</strong></th>
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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 the reference
- 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