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| **Post Details** | **Last Updated:** 26/09/2022 | | | |
| **Faculty/Administrative/Service Department** | Campus Services (Catering) | | | |
| **Job Title** | Catering Business Support Manager | | | |
| **Job Family** | Professional Services | **Job Level** | Level 4 | |
| **Responsible to** | Head of Catering | | | |
| **Responsible for (Staff)** | Systems Administrator & Compliance and Sales Assistant | | | |
| **Job Purpose Statement**  A new role within the Catering senior management team, the post holder will lead, manage, and execute efficient recruitment of our part time staff members. The post holder will be expected to identify gaps in training and recruitment and conduct analyses to resolve problems and issues. They will be expected to work closely with their fellow colleagues, to ensure the smooth operations of all our catering offers, ensuring that we are fully compliant to all relevant regulations. The post holder will be responsible for smooth implementation and on-going use of a new loyalty scheme, as well as how this can support a full marketing plan. | | | | |
| **Key Responsibilities** | | | | |
| 1. Use their full understanding of Food safety and health and safety compliance regulations to ensure the ongoing management and update the existing Food Safety Management System and all associated documents 2. Managing food safety supplier assurance activities across the business, ensuring all new food suppliers undergo the appropriate due diligence prior to on-boarding 3. Provide advice and recommendations to both internal and external vendors on food safety and compliance. The post holder would be the point of contact for ensuring all external vendors meet requirements. 4. Monitoring of food safety incident across all sites, ensuring appropriate corrective actions are identified and implemented both at the site and across the wider business, with the support of the Head of Catering. 5. Sourcing, interviewing and recruiting our part time staff team, ensuring the building of a strong base of staff that we can use to ensure the smooth operation of all outlets 6. Monitor and maintain a record of all part time staff and ensure their training is up to date      1. Contribute to improving processes and procedures, as directed by the Head of Catering 2. Design and deliver a loyalty scheme for internal catering venues through the implementation a loyalty app 3. Assist in the designing and delivery of promotional materials to maximise revenue across all venues   **N.B. The above list is not exhaustive.** | | | | |
| All staff are expected to:  * Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy. * Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students. * Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions. * Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role. * Undertake such other duties within the scope of the post as may be requested by their manager. * Work supportively with colleagues, always operating in a collegiate manner.   **Help maintain a safe working environment by:**   * Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand. * Following local codes of safe working practices and the University of Surrey Health and Safety Policy. | | | | |
| **Elements of the Role** | | | | |
| **Planning and Organising**   * This role is the leader for the business support team and therefore will be expected to develop and determine their workflow and activity schedule to ensure that service levels are met within the team. They are expected to operate in a proactive and independent manner to organise and prioritise the workload and that of their teams to ensure success. Support and guidance is available from the Head of Catering, as well as their fellow colleagues in the leadership team. * It is critical that the post holder ensures they are up to date with changes to regulations and can plan for any changes the University needs to make as a result. They will have the support of the individual outlet managers, when carrying out these changes but will expected to take a lead role in any short-term role out. * The catering demands are ever changing, therefore it is critical the post holder has the ability to adapt their work to be able to still meet such demands. | | | | |
| **Problem Solving and Decision Making**   * Whilst guidance is given by the Head of Catering, the objectives of the post are clear, the Business Support Manager has considerable freedom within their role to determine both medium and longer-term operational priorities and how desired results should be achieved. * The post holder is expected to interpret data, analyse, investigate, test ideas, evaluate the outcomes and establish appropriate solutions. When required, they will need to work closely with relevant agencies to develop solutions that deliver on the catering KPIs. * The post holder will be working within clearly defined procedures and specific regulations, when developing solutions they will be expected to utilise these, to ensure all decisions mean we remain complaint. * As with any regulation and legislation there is a level at which these can be interpreted and the post holder will be required to use a degree of latitude for discretion when providing any plans. * Particularly complex or unusual problems may be referred up to their line manager for advice/guidance or resolution. | | | | |
| **Continuous Improvement**   * The post holder will have the freedom to work in a proactive manner to identify and make recommendation for improvements in procedures and contribute to the continuous operational improvement of the catering department * The role will also be expected to improve the wider teams understanding of the compliance requirements within outlets and develop training opportunities to support this | | | | |
| **Accountability**   * The post holder will report to the Head of Catering and will operate within an agreed framework of clear objectives, budgets, processes, and governance. * The post holder will be expected to be the single source point of ensuring our compliance, it is critical they feel confident with these regulations * The post holder will line manage Compliance and Sales Assistant | | | | |
| **Dimensions of the role**   * Catering are the inhouse providers of food, beverage & conferencing services at the University of Surrey and manage a staffing team of around 40 fulltime and additional temporary staff. It includes several permanent restaurants, bars and coffee shops and a significant conference and events business. * The role will involve the management of three full time staff members, as well as the recruitment and training of the part time staff that support all of our catering offers. * This role will be the first point of contact for all compliance enquiries | | | | |
| **Person Specification** | | | | |
| **Qualifications and Professional Memberships** | | | |  |
| Degree, HND, NVQ 4 qualified or equivalent in relevant subject/relevant formal training, plus a minimum of two years’ experience in similar or related roles  OR;  Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles, and the acquisition of appropriate professional or specialist knowledge. | | | | E |
| **Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). | | | **Essential/ Desirable** | **Level**  **1-3** |
| In-depth knowledge and understanding of the compliance requirements for different catering outlets | | | E | 3 |
| Passionate about customer service, hospitality and have a knowledge of current trends | | | E | 3 |
| Experience of working independently without supervision whilst recognising the need to keep others informed and to work as part of a team | | | E | 2 |
| Proven analytical and problem-solving capability | | | E | 2 |
| Proven supervisory skills, including recruitment, on-boarding and training | | | D | 2 |
| Formal HACCP qualification (level 3 or higher) | | | D | 3 |
| A good working knowledge of the Higher Education and the needs of staff and students within a Catering setting | | | D | 2 |
| **Special Requirements:** | | | | **Essential/ Desirable** |
| Ability to work outside of regular office hours as required. | | | | E |
| **Core Competencies** This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade. | | | | **Level**  **1-3** |
| Communication  Adaptability / Flexibility  Customer/Client service and support  Planning and Organising  Continuous Improvement  Problem Solving and Decision-Making Skills  Managing and Developing Performance  Creative and Analytical Thinking  Influencing, Persuasion and Negotiation Skills  Strategic planning ability | | | | 3  3  3  2  2  3  2  2  2  2 |
| This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.  Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose. | | | | |
| **Organisational/Departmental Information & Key Relationships** | | | | |
| Background Information    The Hospitality and Catering department is a central service that forms part of the campus services directorate. The department runs the following outlets:   * Hillside Coffee Shop * Hillside Food Court * Wates House * The Hideout * Café Priestly Road * Vet School Café * Pitchside * Bench Bar * Theatre   All of these outlets cater for both staff and students and form a critical part of our wide catering offer.  The Catering department has undergone significant changes over the last few years and its new part within Campus Services positions the department as both an area that is as focused on customer satisfaction as it is profit driving. This role will be part of a brand-new management structure and therefore will be expected to take on the role with enthusiasm and excitement.  The Campus Services directorate serves to provide a customer centred service to students to support their student journey at the University. We work closely across multiple other departments to ensure that students receive an excellent experience and feel a true sense of belonging at the University. The department fosters a strong culture of continuous improvement, with a strong expectation on departments to find ways to improve all the time. | | | | |
| Department Structure Chart | | | | |
| Relationships **Internal**   * **Accommodation** * **Finance** * **Marketing** * **Communications** * **Student Experience** * **Faculties, Schools and Depts.** * **Academic Registry** * **Wellbeing and Welfare** * **Employability and Careers**   **External**  • **University of Surrey Students’ Union**  **• Surrey Sports Park**  **• External conference bookings** | | | | |