



**UNIVERSITY OF LEEDS**

## **CANDIDATE BRIEF**

**Senior Catering Manager,  
Catering, Conferencing and Events, Facilities Directorate**



**Salary: Grade 7 (£34,304- £40,927 p.a.)**

**Reference: FDCCS1329**

**Closing date: 9<sup>th</sup> January 2022**

**We will consider job share and flexible working arrangements**

# Senior Catering Manager

## Catering, Conferencing and Events, Facilities Directorate

**Are you an experienced Catering Manager with a multi-site background, looking for a new challenge? Do you have a proven track record of driving income, operational efficiency and continuous improvement? Would you like to join our ambitious team and work flexibly across the portfolio including our retail, eventing and delivered services departments?**

The University of Leeds are seeking a commercially minded, industry professional to strengthen the operational management of the catering portfolio. Using the experience and knowledge gained managing in a complex multi-site operation and/ or high street branded retail operations, the successful candidate will possess a high level of commercial knowledge and ability. The University of Leeds seeks to appoint an experienced Catering Manager, who is passionate about delivering modern catering services that exceed customer expectations. You will be an experienced people manager, who can motivate and develop the team to achieve their potential, through the utilisation of a wide range of interpersonal skills. Exceptional organisational skills, attention to detail and proficiency in financial/business management are all essential; as is ensuring compliance with health and safety and food safety legislation.

This position will report to the Head of Retail Catering and will work peripatetically managing and leading staff in the retail cafes, refectory or delivered catering and outside functions as directed by senior management.

### What does the role entail?

As a Catering Manager your main duties will include:

- Work as a key member of the wider catering management team to peripatetically facilitate operational demands across hospitality, refectory, retail, delivered and outside catering operations and events as required;
- Day to day responsibility and accountability for the catering teams in the areas you've been asked to manage. You will lead and manage these teams' performance to meet the agreed standards whilst achieving budget, targets, SLAs and agreed standards, whilst ensuring customer service excellence;
- You may be asked to be the operational lead on daytime and evening events in the Refectory, outside catering and other event locations;



- Champion innovative offers from customer feedback and changing market trends, and act as the driver for change in pursuit of continuous market leading improvements;
- As directed by the Head of Retail Catering, introduce new products and innovation; whilst working with the Sales and Marketing Manager to ensure appropriate POS, promotions and marketing materials;
- Ensure compliance with all departmental, university and statutory policies and procedures including food safety and health & safety;
- As directed by senior management ensure correct purchasing of goods, control of stock and meet all University procurement standards;
- Recruit, induct and train staff to deliver an outstanding customer experience. This will include the setting and monitoring of customer service standards; and planning improvements where necessary to meet the agreed standards. Responsibility for the creation and implementation of remedial action plans, to meet agreed KPIs;
- Implement, monitor and audit standard operating procedures to ensure consistency of service across outlets;
- Ensure good communication for the staff working in the teams you manage.
- Maintain financial processes and purchasing good practice in line with University standards;
- Work with other managers to ensure that all procured contracts offer best value for money;
- Work to deliver results consistent with the targets set in the Sustainability Action Plan (Blueprint);
- Contribute and support initiatives and actions to improve and develop product and services;
- Lead and project manage special projects as required by the Head of Retail Catering; this will include a high level of written and verbal communication, including preparing and presenting a range of information to key stakeholders;
- Attend team, departmental and cross-discipline meetings as required; this may also include a requirement to network externally and act as a representative for the University at industry events, training and conferences.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.



## What will you bring to the role?

As a Catering Manager you will have:

- Significant, recent and relevant management experience gained within a multiple site, high volume and complex environment and/or branded high street retail operation;
- Recent experience of managing a large team of staff, who work across multiple sites and are not co-located including: performance management, absence management, annual reviews, and staff training and development;
- Degree qualified in a relevant subject; significant and relevant work experience may be considered as an alternative;
- Experienced in successfully managing busy, high income services in line with budget;
- A proven track record of identifying and implementing service improvements and efficiencies in a commercially focused operation in order to deliver an improved financial performance;
- Establishes clear priorities; schedules activities to ensure optimum use of time and resources. Provides team with a clear sense of direction; takes charge, monitors performance against objectives ensuring successful task completion;
- Excellent IT skills in particular MS Office suite, EPOS systems, Catering Booking/Management systems;
- Experience of opening new outlets and of contributing to the planning and design of those outlets;
- Experience of food and service, offer innovation and development within a high street or higher education environment;
- Flexible and willing to work evenings and weekends as required.

You may also have:

- Knowledge of the Higher Education sector;
- Knowledge of environmental and sustainability matters pertaining to food procurement and production;
- Experience of managing and supporting a team through a period of change;
- Personal License Holder;
- Advanced Food Hygiene Certificate.



## How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

## Contact information

To explore the post further or for any queries you may have, please contact:

**Julie Tong, Head of Retail Catering**

**Tel: +44 (0)113 343 4712**

**Email: [j.tong@leeds.ac.uk](mailto:j.tong@leeds.ac.uk)**

Please note: If you are not a British or Irish citizen, from 1 January 2021 you will require permission to work in the UK. This will normally be in the form of a visa but, if you are an EEA/Swiss citizen and resident in the UK before 31 December 2020, this may be your passport or status under the EU Settlement Scheme.

## Additional information

### Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

### Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk).

## Criminal record information

### Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those



pending. Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

