



UNIVERSITY OF LEEDS

## CANDIDATE BRIEF

Assistant Catering Manager, Facilities Directorate



**Salary: Grade 5 (£25,306 - £29,169 p.a.) plus meals**

**Reporting to: Head of Catering and Hospitality**

**Reference: FDCAT1021**

**Location: University of Leeds campus**

**We are open to discussing flexible working arrangements**

## Overview of the Role

**Do you have the ability to motivate a team in a demanding environment, ensuring excellent standards of customer service at all times? Do you have experience working at a management level within a restaurant, hotel, or other hospitality setting and are looking for a new challenge?**

University Catering and Hospitality Services operates a range of retail catering across campus, and an extensive range of hospitality services. University House is the premium venue for our hospitality and fine dining services. As Catering Manager, you will be an integral part of a dedicated team working to deliver an impeccable customer service experience with an enthusiastic, reliable and confident approach. You will ensure the smooth operation of our suite of function and meeting rooms by ensuring that customer needs and our standards are met and are adhered to at all times. You will have experience working within a restaurant, hotel, or other hospitality setting at management level and will have excellent communication and interpersonal skills. Effective time management and organisational skills are key in order to ensure an effective and efficient customer experience. This is a full-time role working 35 hours per week, worked 5 days over 7, usually between the hours of 7am and 11pm. You will be required to work flexibly to meet the needs of the business including working in other locations on campus, if necessary, and working weekends, bank holidays and closure days as and when required, with time in lieu to balance.

## Main duties and responsibilities

As Assistant Catering Manager your main duties will include:

- Assisting the leading of the Function Floor team to ensure delivery of a 'first class' service;
- Ensuring functions are set up and served as specified by customers and departmental standards, responding to customer requests wherever possible and ensuring appropriate and agreed staffing levels at all times to promote excellent customer service;
- Liaising with clients with regards to utilising audio-visual equipment and facilities; (training will be provided);
- Acting as the designated point of contact for clients during functions, ensuring customers are welcomed, and promoting the Functions Service;



- Ensuring the provision of excellent customer service at all times by all team members on the Function Floor, through supervision of the team and effective liaison with the Chefs, Delivered Services, and the Reservations team;
- Ensuring strong financial management and adherence to budgeted expenditure targets, particularly for staffing wage to turnover targets and food cost of sales to ensure the department achieves its KPIs and gross profit targets;
- Using the departmental booking system to maintain an up-to-date knowledge of upcoming business, ensuring attention to detail in forward planning of staffing levels, equipment hire and bespoke requests;
- Stock management of food and non-food items, including maintaining appropriate par levels, rotation, monthly stock counting and transfers as appropriate.
- Monitoring the content of deliveries to the department informing the Head Chef of any suppliers not meeting set standards;
- Ensuring the accurate completion of paperwork / digital records in relation to stock and food storage;
- Monitoring customer feedback to ensure continuous improvement and increase the likelihood of repeat business and adherence to income targets;
- Ensuring the Function Floor areas are secure at all times, and that keys are held in the correct location;
- Ensuring the University Food Safety Policy and Health & Safety Policy are adhered to at all times, implementing corrective action as required;
- Leading the training and development of new and existing staff;
- Occasionally covering the management of other areas in the absence of catering managers across the service.
- Working in line with University values.

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.

## Qualifications and skills

### Essential

- Experience working within a restaurant, hotel, or other hospitality setting at management/supervisory level;



- Excellent communication and interpersonal skills, with the ability to deliver excellent customer service;
- A level 2 qualification in Food Hygiene;
- A proven ability to manage/supervise and motivate team members and work under pressure during challenging situations;
- A flexible attitude to the demands of the business;
- Effective time management and organisational skills, with the ability to prioritise tasks and delegate to others;
- A high level of attention to detail with the ability to move, count and record stock;
- A proven interest in food and drink.

#### Desirable

- CIEH Intermediate Food Hygiene;
- NVQ 1 & 2 in Catering/ Hospitality;
- Experience in a conferencing environment;
- A Personal Licence;
- A full Driving Licence.

## **Additional information**

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### **Working at Leeds**

We are a campus based community and regular interaction with campus is an expectation of all roles in line with academic and service needs and the requirements of the role. We are also open to discussing flexible working arrangements. To find out more about the benefits of working at the University and what it is like to live and work in the Leeds area visit our [Working at Leeds](#) information page.

### **Our University**

At the University of Leeds, we are committed to providing a culture of inclusion, respect and equity of opportunity that attracts, supports, and retains the best students and staff from all backgrounds. Whatever role we recruit for we are always striving to increase the diversity of our community, which each individual helps enrich and cultivate. We particularly encourage applications from, but not limited to Black, Asian, people who belong to a minority ethnic community; people who identify as



### **Information for disabled candidates**

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

### **Criminal record information**

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.

