



January 2019

Thank you for your interest in the post of Food Service Manager. Please find attached the following information:

- Job description
- Person specification
- General Terms & Conditions of Employment

If you would like to apply for this position, please submit a detailed CV and covering letter, by e-mail to Helen Dearing, Human Resources Officer:

Email: helen.dearing@westdean.org.uk

Tel: 01243 818 247

Closing date for applications: 8 February 2019

We endeavour to respond to all applicants in a timely manner. If, however, you do not hear from us within two weeks of the closing date, please assume that your application has been unsuccessful on this occasion.

JOB DESCRIPTION

JOB TITLE	Food Service Manager
BUSINESS AREA	Food Services, Property & Campus Operations (PCO)
LOCATION	West Dean College of Arts and Conservation
RESPONSIBLE TO	Director of Property & Campus Operations
RESPONSIBLE FOR	F&B Supervisors, Food Service Assistants, Events Staff
KEY LIAISONS	Collections Manager, Guest Relations Manager, Head Chef, Sales Manager, Product & Enterprise, Registry, Marketing and Gardens Manager.
MAIN PURPOSE OF ROLE	To manage the day-to-day operation of Food Services operations and the associated teams in the delivery of exceptional service to students and visitors. To lead and inspire the Food Services teams by example, being highly visible to all students, guests and visitors, and driven by attention to detail and service.

GENERAL DUTIES & RESPONSIBILITIES

Food Service Day to Day Operations

1. Be the first point of contact, internally and externally, in relation to all enquires and operational issues associated with the running of the Food Service teams.
2. Communicate the planned activities on site to the Food Service team, including daily activities and events, as well as group and individual arrivals and any special requests, reinforcing standards of excellence and promoting a strong team atmosphere and culture.
3. Proactively encourage the Food Service teams to be interactive with students, guests and visitors to enhance the service provided, developing your teams to anticipate their needs, act upon and follow up requests and deliver a level of service and responsiveness that generates compliments.
4. Manage and oversee the practical activities associated with the day-to-day care, presentation and service of the Food Service provisions, ensuring high standards are maintained at all times.
5. Deal sensitively, diplomatically and promptly with any complaints in a positive manner, looking for ways to build positively on feedback and seek opportunities to improve service offering.

6. Be proactive in the continuous improvement of the student, guest and visitor experience through innovation and encouragement of knowledge sharing, making the visitor experience vision highly visible and effectively communicated the best it can be.
7. Utilise Food Service personnel between all outlets to minimise payroll expenditure and ensure flexibility of the team. Work in conjunction with the Public Events Coordinator to ensure all events are adequately staffed.
8. Ensure that the Food Service areas are maintained to the required standards and to be responsible for the cleanliness of the outlets, F&B storage areas and cellars
9. Oversee ordering and management of stock and relevant equipment and supplies, ensuring an effective inventory is kept
10. Work closely with Buildings Maintenance to ensure all maintenance issues are identified, reported and actioned

Management & Supervision

1. Contribute to the overall operation of the PCO Division by having a high level of operational presence within the business:
2. Maintain staff rotas for all Food Service teams ensuring there is adequate cover within the agreed salary budget for all Food Service teams.
3. Develop and motivate the team to ensure continuous improvement of the Food Services offering increasing customer service.
4. Monitor performance within the Food Services Division and manage the Continuous Performance Review (CPR) process in liaison with HR Officer, PCO. Hold monthly team meetings and regular individual one-to-one sessions with all staff.
5. In liaison with HR Officer, PCO manage staffing issues in respect of individual staff, including recruitment, induction, performance and welfare issues.

Health & Safety

1. Adhere to the College's health & safety policy at all times, ensuring a safe working environment.
2. Support team in undertaking risk assessments as appropriate (including COSHH), assessing workplace hazards.
3. Ensure that the highest standards of food hygiene are maintained at all times in accordance with Environmental Health, HACCP and Food Standards Agency requirements.
4. Ensure high standards of security are maintained in the campus to keep the staff, students, volunteers and customers safe and the House and associated buildings secure.

5. Liaise with the person responsible for Health & Safety in relation to training, risk assessments, accidents, incidents & near misses and other process related Health & Safety matters.

Finance & Accounting

1. Manage the Resources budget efficiently and maintain tight cost controls adhering to all organisational all financial and budget processes.
2. Liaise with the Director of PCO to support the preparation of annual budgets.
3. Be responsible for the management and control of stock and take action to minimise wastage at all stages, implementing controls, keeping records and making reports as required.

General

1. To build and maintain excellent working relationships, both internally within the organisation, and with external partners and suppliers.
2. To engage in professional development and training as agreed with the Director of PCO.
3. Undertake any other duties as may be reasonably requested by the Director of PCO.

The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be all responsibilities or qualifications of the job.

This job description is subject to regular review in consultation with the post holder.

PERSON SPECIFICATION

Education / Qualification

A good standard of education, including basic numeracy and literacy skills	Essential
Basic Food Hygiene Certificate	Essential
Food Safety Level 3	Desirable
Relevant qualification in the hospitality industry	Desirable
Personal License Holder	Desirable

Work Experience

Experience of managing / supervising in a high quality Food Service environment	Essential
Experience of managing / supervising teams	Essential
Experience of working within an education institution	Desirable
Experience of working within a visitor attraction	Desirable

Skills and Knowledge

Strong management skills and commercial acumen	Essential
Excellent organisational and project management skills	Essential
Outstanding interpersonal skills to build close working relationships with customers, colleagues and suppliers	Essential
Excellent communication skills, both written and verbal	Essential
Experience of managing stock control, budgets and cash handling	Essential
Health and safety experience specifically in relation to food service standards	Essential
Excellent customer service skills with the ability to anticipate and meet the requirements of all customers	Essential
A flexible and energetic approach to work to achieve agreed deadlines within tight schedules	Essential
Demonstrable knowledge of all elements of an efficient food and beverage service.	Essential
Understanding of quality food, wines and service	Essential
Experience of managing staff including training, employee relations and organising shifts	Essential

Personal Characteristics

Ability to work as part of a team.	Essential
Ability to work using own initiative within guidelines.	Essential
Ability to prioritise and work effectively under pressure.	Essential

GENERAL TERMS AND CONDITIONS OF EMPLOYMENT

Contract:	Permanent.
Duties:	As attached job description.
Salary:	£28,000 per annum.
Hours:	35 hours per week, primarily straight shifts including weekends and bank holidays (hours to meet the needs of the business).
Holidays:	36 days per holiday year (1 October to 30 September) inclusive of Bank Holidays (pro rata).
Sickness:	10 days in any consecutive twelve month period (pro rata), or longer period at the Foundation's discretion, after six months' continuous service.
Benefits:	Contributory pension scheme, Employee Assistance Programme, free and discounted places on short courses at West Dean College.