JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>SENIOR ASSISTANT CATERING MANAGER</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>COMMERCIAL SERVICES – CONFERENCES &amp; CATERING</td>
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<tr>
<td>Job type</td>
<td></td>
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<tr>
<td>Grade:</td>
<td>GRADE 6</td>
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<tr>
<td>Accountable to:</td>
<td>CATERING OUTLETS MANAGER</td>
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<td>Accountable for:</td>
<td>ALL CATERING STAFF IN SPECIFIED LOCATION</td>
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Purpose of the Post

Working closely with the catering outlets manager, the senior assistant catering manager will be responsible for effective day to day planning, organisation and operation of a specified catering, bars and/or conference areas both in term and vacation time. They will provide effective and inspirational supervision to their team, embracing the department values.

Key Tasks

Role Specifics
The senior assistant catering manager will oversee the catering teams and develop the standards for serving customers food, soft drinks, hot drinks and/or alcoholic drinks, dependent upon the catering outlet based in.

You will be responsible for staff recruitment and allocation, including rotas. You will authorise timesheets and rota spreadsheets.

Use EPOS tills for ordering and cash handling, including float checks, cashing up, till reconciliations and any investigations.

Ensure all Health and Safety legislation is followed.

Provide excellent customer service to a diverse range of customers.

Ordering of stock and completing stock takes and line checks.

Developing innovative promotions and events throughout the academic year.

Involved with retail product ideas and menu development.

Leadership/Management/Supervision

- Set up and development of the catering outlet under the direction of the catering outlets manager and food production manager
- Co-ordinate and supervise special functions under the direction of the conference & events manager
- Recruitment, control, leadership, development, training and motivation of all staff in conjunction with the catering outlets manager
- Write rotas and allocate staff to defined work areas as workload and business dictates
- Responsibility for the day to day supervision of all staff on shift including allocation and checking of work and monitoring of timekeeping, absence, sickness and discipline.
- Ensure effective communication within and between the catering teams making sure regular briefings, meetings, job chats, one to ones, appraisals and return to work interviews take place, providing minutes and action notes as needed
- Assist the Catering Outlets Manager to develop the growth of income and profit and ensure that the customer experience is paramount

### Strategic/Tactical/Operational

- Preparation of their catering outlet and ensuring a consistent standard of service and customer care for each catering service or event
- Ensure that key control and recording systems are maintained
- Have complete product knowledge of the items within the catering outlet, which the team are trained on
- Assist customers with their food and drink choice including information on food allergens and dietary requirements
- Develop new and innovative food and drink concepts for their own and other catering outlet
- Assist the Food Production Manager and Head Chef with product and recipe development, annual menus and annual promotional activities
- Hold and attend daily and weekly briefings / meetings
- Attend training and co-ordinate the training of all staff within the catering outlet
- Attend university planning meetings as directed

### Financial

- Assist the Catering Outlets Manager in the financial performance of their catering outlet, ensuring that income and bottom line budgets are achieved
- Assist the Catering Outlets Manager in the preparation of their specified catering outlet business plan and report on the teams’ performance in line with it
- Monitor the financial and operational results achieved and contribute to the provision of periodic reports to the Catering Outlets Manager and Food Production Manager
- Ensure that staff hours do not exceed levels set by Catering Outlets Manager and Food Production Manager
- Cash handling and reconciliation of the shift’s takings as per the policies, procedures and systems of the College in relation to financial and operational control, completing any variance investigations as needed
• Receive and check incoming deliveries and transfers of stock to other departments, completing all documents as per the policies, procedures and systems of the College in relation to financial and operational control
• Check in deliveries as required ensuring goods are as listed and suitable for sale, ensuring stock rotation to keep wastage to a minimum
• Ensure all wastage has been correctly recorded
• Complete monthly stock checks and weekly line checks
• Requisitioning, and placing orders for food and non-food items, cleaning materials and equipment
• Use of financial software for EPOS use and reporting as well as ordering and authorising orders
• Analyse financial reports to maintain budgets and make key changes as necessary, investigating variances as necessary

**Legislative/Compliance**

• Assist in the management and control of standard operational procedures for their catering outlet
• Ensure compliance with food hygiene, health and safety regulations and safe systems of work, taking remedial action as necessary
• Reporting defects in equipment or facilities, ensuring that the appropriate follow up action is taken
• Co-coordinate daily cleaning schedules and associated equipment
• Attend all training as required including all mandatory and yearly refreshers
• Hold bitesize training sessions for all catering assistants within the catering outlet

**Customer Focus**

• Develop a welcoming environment to enhance the student and customer experience
• Ensure that the team develop and embrace a culture of high quality service delivery and that customer feedback is used effectively to drive service improvements and enhancements.
• Dealing sympathetically, professionally and promptly with all complaints, following up any actions as required; this may include dealing with confidential information
• Conduct induction and operational training sessions
• Train and develop all catering assistants within the team
• A key part of the team to develop menus and the ambience of the catering outlet
• Attend operational meetings
• Gather feedback from Royal Holloway customers by assisting the Catering Outlets Manager and Food Production Manager in holding and attending regular meetings with students’ groups to maximise the student experience
• Analyse the data from feedback to develop continuous improvement within the catering outlet

**Administration**

• Checking and authorising the recording of fridge and food temperature in the hygiene books
• Checking and authorising hygiene and cleaning checklists
• Completion of allergen data sheets
• Printing of menu cards and pricing labels
• Wastage recording
• Completing purchase orders
• Authorisation of financial purchasing paperwork
• Completion of interview notes and new starter paperwork
• Writing team rotas and spreadsheets
• Myview timesheet authorisation
• Completion of training records for the specified catering team

**Demands of the Role**

• Arrive at work in good time for the start of shift and dressed according to uniform guidelines
• This can be a hands on role so a certain degree of bending, stretching, twisting and constant movement is required with the ability to work at a quick pace
• A high level of flexibility is required to cover changes in services, dependant on business levels and requirements
• A clean driver’s licence is preferred

**Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College.

The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

**Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with:

Customers (student, staff and visitors)
Conference & Catering Colleagues
Environmental Health Supervisor
Commercial Services Colleagues
Royal Holloway Estates and Maintenance engineers / contractors
External maintenance engineers / contractors
External Suppliers
Delivery Companies
Catering Management Team
Royal Holloway Finance Department
Royal Holloway Health & Safety Department
Royal Holloway Communications Department
Royal Holloway Student Life department