## JOB DESCRIPTION

**Job Title:** ASSISTANT CATERING MANAGER  
**Department / Unit:** COMMERCIAL SERVICES – CONFERENCES & CATERING  
**Job type**  
**Grade:** GRADE 5  
**Accountable to:** CATERING OUTLETS MANAGER  
**Accountable for:** ALL CATERING STAFF IN SPECIFIED LOCATION

### Purpose of the Post

Working closely with the catering outlets manager, the 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.

### Key Tasks

**Role Specifics**  
The 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 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
- Assist in the recruitment, control, leadership, development, training and motivation of all staff in conjunction with the catering outlets manager
- Prepare 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. This will include job chats, 1 to 1 meetings, return to work interviews and appraisals

**Strategic/Tactical/Operational**
- Co-ordinate the 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
- Hold and attend daily and weekly briefings / meetings
- Attend training and co-ordinate the training of all staff within the catering outlet

**Financial**
- 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
- Ensure stock control and recording systems are maintained as per established operational standards and procedures
- 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 when necessary, placing orders for food and non-food items, cleaning materials and equipment in conjunction with the line manager
- Use of financial software for EPOS use and reporting as well as ordering and authorising
- Analyse the financial reports to maintain budgets and make key changes as necessary, investigating variances as necessary

**Legislative/Compliance**
- 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
- 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
- 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