# JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Head of Catering and Conference Services</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Commercial Services</td>
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<tr>
<td>Grade:</td>
<td>RHUL 9 (£50,132 - £58,089) plus £2,134 London allowance</td>
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<td>Accountable to:</td>
<td>Director of Commercial Services</td>
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<tr>
<td>Accountable for:</td>
<td>All Catering and Conference Sales staff</td>
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## Purpose of the Post
To be responsible for the strategic and operational delivery of exceptional catering and conference services bespoke to the needs of Royal Holloway. To develop strategy and drive operational excellence, optimise revenue and profit, deliver financial sustainability and deliver excellent customer service.

## Key Tasks

### Role responsibilities
- To be responsible for ensuring that all food served is of the highest quality in terms of taste and presentation.
- To be responsible for ensuring that food service is professional, friendly and customer focused.
- To ensure that all outlets and service points are to the highest level of presentation and promote the character, ethos and purpose of the facility.
- To use an innovative approach to the design and operation of catering outlets and conference facilities, maximising effective use, customer satisfaction and profitability.
- To ensure that the range of catering outlets reflects the need and preferences of the University community, using temporary outlet, promotions etc. to ensure variety, interest and customer loyalty.
- To develop a highly profitable conference business that supports the University’s commercial and academic aspirations.

### Leadership and Management
- To provide effective and inspirational leadership to catering and conference teams to ensure that services provided are of the highest standard and staff are motivated to deliver high quality, commercially aware, customer led services.
- To recruit, coach, appraise and develop training plans for all staff within the Catering and Conference teams to ensure that they have the skills, aptitude and attitude required to be high performing teams.
- To actively delegate responsibly for delivering results through section managers whilst maintaining overall accountability.
- To give regular and effective feedback on individual and team performance, whether good or bad, to offer fair and effective praise and recognition whilst dealing with underperformance issues fairly and effectively.
### Strategic
- To be responsible for the strategic oversight of the current business portfolio and to investigate and recommend how the service can be improved in terms of both the commercial performance and customer satisfaction.
- To be responsible for developing, implementing and monitoring annual operating plans for catering and conferences.
- To develop and monitor service level agreements and key performance indicators for all aspects of the business.
- To be responsible for proactively seeking new ideas and methods of working to ensure that services provided are exemplars of client focused service delivery.
- To develop a personal network both within and external to the University to ensure knowledge is up to date.

### Financial
- To operate Catering and Conference Services to sound financial principals, setting and distributing annual budgets optimising income and managing of costs.
- To actively seek and develop new business opportunities and clients to maximise bottom line profit and contribute to business cases for the enhancement of existing and new facilities.
- To ensure effective marketing strategies are developed that deliver measurable results.
- To analyse external business opportunities and markets to ensure that business decisions prioritize profitability.
- To develop, interpret and manage financial metrics and reports to inform teams as to expectations and performance.
- To ensure the pricing strategy achieves key organisational objectives by delivering bottom line profit, whilst ensuring value for money for customers.
- To manage the sourcing and tendering of supplies and services to ensure best value and compliance with University procedures.

### Legislative and Compliance
- To ensure the service is compliant with, and operates to, the highest standards of health and safety at all times.
- To be aware of legislation and University policy that impacts the business and to develop policies and procedures to ensure compliance.

### Customer Focus
- To develop systems and services that truly put our customers at the centre of our decision making.
- To constantly seek and act upon feedback from all customer groups to improve service and develop new business opportunities.
- To set aspirational and measurable quality standards across the full range of services and to ensure these are met and an ethos of continual improvement achieved.
- To develop, monitor and operate a two way communication system with all customers groups using a range of methods including appropriate social media

### Administrative
- To prepare reports on various aspects of the business for presenting to University Boards and for internal communication.
- To prepare and present presentations on various aspects of the business to aid internal and external understanding of the business.

### Demands of the Job
- The role will require the post holder to be flexible with working hours to respond to business needs, this will require an element of evening and weekend working.
• Commercial Services operate a “one team” approach to service delivery, therefore all post holders are expected to support colleagues with an integrated team approach.

**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:

• Current and potential client groups
• University Senior Staff
• Students Union and Student representatives
• Staff Unions and representatives
• Supplier and potential Suppliers
• Develop a network of peers across the sector
• National Governing Bodies and Associations