



## JOB DESCRIPTION

<b>Job Title:</b>	Food Services Manager
<b>Department / Unit:</b>	Commercial Services
<b>Grade:</b>	RHUL 8
<b>Accountable to:</b>	Head of Conference and Catering
<b>Accountable for:</b>	Food & Beverage Outlets and Conference and Events Team
<b>Purpose of the Post</b>	
<p>The Food Services Manager is responsible for the delivering an exemplary standard of food service across the College. They will have responsibility for the front of house operation for ten food and beverage outlets and an extensive conference and events business.</p> <p>Working closely with cross functional team members, this role has both strategic and operational responsibility for supporting the achievement of financial, client relationship management, team development, sustainability and College objectives.</p> <p>They will be expected to develop the service and build and manage a team to deliver inspirational customer service and a sector leading operation.</p>	
<b>Key Tasks</b>	
<b>To achieve the post holder will .....</b>	
<b>Role Specifics</b>	
<ul style="list-style-type: none"> <li>• Maintain and develop a culture of high quality standards and proactive selling within the team</li> <li>• Provide input for the development and production of high quality catering services and food offering</li> <li>• Have a superior product knowledge and a real 'foodie'</li> <li>• Devise and implement promotional campaigns</li> <li>• Assist the Head of Conference and Catering in devising sales strategies and implementing agreed yearly action plans</li> </ul>	
<ul style="list-style-type: none"> <li>• Provide inspirational leadership to front of house teams and develop a culture of continuous improvement.</li> <li>• Provide effective management and guidance to the outlet managers, conducting regular appraisals, coaching and mentoring</li> </ul>	

- Identifying and meeting training needs of the outlet managers
- Ensuring all catering teams operate at the highest standards and adhere to the standard operating procedures.

### **Operational**

- Review daily processes to maximise operational effectiveness and efficiency and create a culture of positive professionals
- Menu engineering
- Develop and implement creative solutions and ensure the catering operation is in line with current food trends to enhance the student experience

### **Financial**

- Operate all areas to sound financial principals and introduce and maintain appropriate controls as required.
- To actively seek and develop new business opportunities and 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 financial and service results
- To ensure that the pricing strategy achieves key organisational objectives by delivering bottom line profit, whilst ensuring value for money for all customers
- Assisting with the compilation of the annual budget
- Provide monthly statistics on financial performance to the Head of Conference and Catering
- Maximising commercial income and ensuring all costs are in line with budget and forecast

### **Legislative/Compliance**

- Thorough understanding of all H&S implications and regulations and to ensure the catering service is compliant and operates to the highest standards of health and safety at all times
- To be aware of legislation and College policy that impacts the business and to develop policies and procedures to ensure compliance
- To operate services to high levels of sustainable practice.

### **Customer Focus**

- Using customer research to identify product and service development opportunities
- 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 services and develop new business opportunities
- To develop, monitor and operate a two way communication system with all customer groups using a range of methods, including appropriate social media

### **Administration**

- Ensure all relevant administration is completed in a timely way
- To prepare and present departmental SWOT analysis that will assist in creating relevant business cases, to present to College Boards and for business review
- To prepare reports on various aspects of the business to review performance and initiate change

### **Other Duties**

Commercial Services operate a 'one team'; approach to service delivery, therefore all post holders are expected to support colleagues with an integrated team approach. 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. The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College.

### **Internal and external relationships**

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

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- Commercial services
- Estates
- IT
- Financeomer Service team
- Health and Safety Advisors
- Other universities
- TUCO

