

PERSON SPECIFICATION



Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Food Services Manager

Department: Commercial Services

	Essential	Desirable	Tested by (Application form, Interview, Test)
Knowledge, Education, Qualifications and Training			
Degree (or post A level qualification) in management or relevant subject.	x		Application form
Qualification in Food Safety and/or Health and Safety		x	Application form
Masters (or post degree) qualification in management or relevant subject		x	Application form
Skills and/or Abilities			
A high degree of financial acumen and the ability to analyze financial data to inform decision making	x		Interview
Ability to develop innovative strategies to increase customer satisfaction and commercial performance.		x	Application form, interview
Experience of developing service level statements and key performance indicators.		x	Application form
Extensive and up to date knowledge of trends in food production and service	x		Interview
Presenting and writing concise reports and business plans.		x	Application form
Experience			
Significant experience (likely to be 3 years or more) of managing a complex catering and/or conference operation.	x		Application form, interview
Experience of working in a Higher Education environment		x	Application form
Experience of driving sales and delivery of strong financial results.	x		Application form, interview
Experience of developing, motivating and managing high performing teams.	x		Application form, interview
Experience of developing new business proposals and identifying business opportunities.	x		Application form, interview
Experience of developing and implementing effective marketing strategies.		x	Application form, interview
Manage Social Media	x		Application form
Other requirements			
Passionate about food and a genuine interest in delivering inspirational customer service.	x		Interview
Articulate and well presented	x		Interview
Ability to complete conflicting tasks within deadlines.	x		Interview
Open, approachable and participative management style with a commitment to staff development.	x		Interview