



JOB DESCRIPTION

Job Title:	Catering Outlet Manager
Faculty/Directorate/Department:	Commercial Services
Job type	Full-Time, Permanent, Professional Services
Grade:	RHUL 6
Accountable to:	Food Service Manager
Accountable for:	All catering staff in specified location
Purpose of the Post	
Working closely with the foods service manager, the outlet manager will be responsible for the effective day to day planning, organisation and operation of the outlet, both in term and vacation time. This will include overseeing the catering team, developing the standards of food and drink service alongside customer service.	
Key Tasks	
<ol style="list-style-type: none"> 1. Outlet management: Managing daily outlet and staff operation, 2. Food and Drink Service & Supervision: Take responsibility for maintaining quality, minimizing wastage, and controlling portion sizes and measures to meet budgetary requirements. 3. Quality Control: Maintain high food and drink quality standards, monitor presentation, and portion sizes to meet customer satisfaction and cost control objectives. 4. Stock Management: Monitor and manage Outlet stock levels, including stock takes, stock rotation, ordering, transfers and ensuring minimal wastage. 5. Staff Recruitment, Training & Development: Responsible for complete recruitment and selection of all staff. Training and development of all staff, ensuring they understand and execute tasks effectively while promoting a positive and productive work environment. 6. Health & Safety Compliance: Ensure compliance with food safety regulations, cleaning standards, and occupational health and safety guidelines. 7. Collaboration & Communication: Collaborate with other managers, chefs, suppliers and departments to ensure effective communication, sharing innovative ideas, and building positive working relationships. 8. Problem Solving: Address outlet related issues promptly, finding solutions to challenges such as customer feedback, equipment malfunctions or staff issues. <p>These tasks collectively ensure the efficient functioning of the outlet, maintenance of high-quality standards, and the creation of a positive work environment.</p>	

Operational

- **Outlet Setup:** Ensure the outlet is set up properly, including checking equipment, presentation of retail.
- **Staff Coordination:** Assign tasks to outlet staff ensuring that everyone knows their responsibilities for the shift.
- **Food and Drink Service:** Supervise food and drink service, ensuring recipes and sop's are followed accurately, and maintaining high-quality standards in taste, presentation, and portion and measures.
- **Quality Assurance:** Regularly inspect front and back of house areas to ensure the quality standards. i.e up to date menus, pricing, signage. stock levels
- **Timely Service:** Monitor the flow of customers and ensure timely service, coordinating with the kitchen staff to maintain efficiency during peak hours.
- **Problem Resolution:** Address any issues that arise during service promptly and efficiently, whether related to food and drink quality, customer service or outlet operations.
- **Team Support:** Provide guidance and support to outlet staff, helping when needed, and maintaining a positive and collaborative work environment. To liaise with other mangers and chefs to ensure effective communication is established and maintained so that innovative ideas are shared, and staff are utilised efficiently.
- **Communication:** Maintain effective communication with the other outlet managers, kitchen staff, suppliers and departments, conveying any issues or concerns, and discussing possible improvements.
- **Cleanliness & Organization:** Ensure that cleanliness and hygiene standards are upheld throughout the shift, maintaining a clean and organized outlet.

Financial

- **Cost Control:** Managing and controlling stock and labour costs. This includes monitoring portion sizes and measures, minimizing wastage, and ensuring efficient utilization of staff labour to maximize profitability.
- **Stock Management:** Completing stocktakes and variances, managing stock levels by overseeing stock rotation, maintaining proper storage, and ensuring accurate and timely orders to prevent overstocking or shortages.
- **Budgeting and Planning:** Collaborating with food service manager and head chef in menu planning, costing, and developing retail lines and strategies. to maintain quality while controlling expenses within the allocated budget.
- **Purchasing and Procurement:** Ensure that purchasing is correctly completed using the kitchen management software system following the correct procedures.
- **Menu Engineering:** Contributing to the development and creation of retail items that strike a balance between cost, quality, and customer satisfaction to enhance profitability.
- **Staff Management:** Supervising outlet staff to ensure to labour control, minimising over staff. Overseeing a team of shift leader, team leaders and up to seventy casual catering assistants
- **Adherence to Financial Policies:** Ensuring compliance with financial policies, procedures, and regulations set forth by the establishment, ensuring transparency and accuracy in financial transactions and reporting.

Legislative/Compliance

- **HACCP (Hazard Analysis and Critical Control Points) Compliance:** Overseeing the implementation and compliance of HACCP principles, which involve identifying and controlling potential hazards in food and drink production.
- **Allergen and Natasha's law.** Ensure that the portal is up to date and correct and all allergen information is correct and signed off ahead of service, ensure that all products sold in the outlets comply with Natasha's law where applicable

- **COSHH (Control of Substances Hazardous to Health) Compliance:** Ensuring that the handling and storage of hazardous substances, such as cleaning chemicals, are in line with COSHH regulations to protect staff and guests from potential harm.
- **Food Safety Standards:** Supervising outlet staff to ensure they are trained in and follow food safety standards and practices, including proper food holding temperatures, storage, and cleanliness.
- **Licensing Regulations:** Complying with licensing laws and regulations, alcohol sales (if applicable), and other relevant permissions required for operating an outlet within legal parameters.
- **Environmental Health Inspections:** Prepare outlet for and ensure successful compliance during routine inspections conducted by health and safety authorities.
- **Right to Work Checks:** Ensuring all recruitment complies with current legislation, accurate checking of documents and completion of relevant paperwork and spreadsheet.
- **Waste Management Compliance:** Implementing and overseeing waste management practices to comply with local regulations, reducing environmental impact, and ensuring proper disposal of outlet waste.
- **Employee Training:** Providing ongoing training to outlet staff on compliance matters, including health and safety protocols, to maintain a culture of compliance and awareness.

Customer Focus

- **Quality Assurance:** Ensuring that all food and drink products meet high-quality standards in taste, presentation, and consistency to satisfy customer expectations.
- **Menu Development and Innovation:** Collaborating with the Head Chef or Food Production Manager to create innovative dishes or revamp existing ones based on customer preferences and market trends.
- **Customer Feedback:** Being receptive to customer feedback, both positive and negative, to continuously improve the food service experience. Addressing complaints or concerns promptly and professionally.
- **Communication and Collaboration:** Interacting with kitchen staff, to understand customer preferences, dietary restrictions, or special requests and ensuring the outlet delivers accordingly.
- **Flexibility and Adaptability:** Being flexible in accommodating last-minute changes or special requests from customers, ensuring a seamless food service experience.
- **Maintaining Service Standards:** Working closely with staff to ensure efficient service, timely delivery of food and drink. Paying attention to detail in all outlet presentation, to enhance the visual appearance, contributing to a positive customer experience.

Administration

- **Stock Management:** Overseeing stock levels, conducting regular stock takes, and coordinating with suppliers for ordering, ensuring that stock levels are adequate for daily operations.
- **Record-Keeping:** Maintaining accurate records related to stock, food orders and sales. This may involve using several different software or spreadsheets to track efficiently.
- **Staff Management:** creating rotas to manage staff labour, authorisation of timesheets, online claims, management of holiday and sickness in line with policies. Effective communication through staff meetings, staff one-to-ones, PDR and the implementation of company policies and procedures.
- **Menu Costing:** Collaborating with the Food Services Manager and Head Chef to determine menu pricing by calculating ingredient costs, portion sizes, and overall dish profitability.

- **Compliance and Documentation:** Ensuring compliance with food safety regulations, HACCP standards, and health codes. Maintaining necessary documentation, such as food safety records, temperature logs, and cleaning schedules.
- **Outlet Maintenance:** Coordinating regular maintenance and repairs of outlet structure and equipment to ensure they are in good working condition. Keeping records of maintenance schedules and repairs.
- **Training and Development:** Training and development of outlet staff, ensuring they are knowledgeable about proper procedures, food safety, hygiene standards and customer service. Conduct regular staff performance reviews, identify training needs, and provide necessary training on new procedures or equipment.
- **Administrative Support:** Assisting in administrative tasks, such as updating signage, creating reports, and communicating relevant information to the team or management

Demands of the Role

- Compliance with university policies, procedures, and financial protocols.
- Continuous improvement through learning, skills development, and staying updated with industry trends.
- Adherence to uniform standards, flexibility in working hours, and maintaining physical fitness for the role.

Other Duties

The Outlet Managers may be required to work across various campus locations, while in different locations the outlet specific details listed below

Cafes

- Oversee and manage three Cafes.

Dining halls

- Outside of term oversee and run conference breakfast, lunches, and dinners.
- Oversee the running and operations of summer schools.

Crosslands

- Coordinate and manage the Society nights
- Manage and oversee the bars for Corporate, private events and weddings

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

Person Specification

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

Job Title: Outlet Manager

Department: Commercial Services

Criteria	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Good standard of education	X	
Vocational Hospitality/Catering qualification		X
Degree in relevant subject area		X
First Aid qualification		X
Skills and Abilities		
Good communication skills with guests and colleagues at all levels	X	
Ability to organise and plan ahead	X	
Demonstrable knowledge of food service systems	X	
A working knowledge of P&L accounts and costings, managing financial responsibility within set budgets	X	
Experience of budget estimates & profit forecasts		X
Good understanding of H&S practices and management	X	
Ability to lead, multitask and make sound decisions in a fast-paced environment with a proactive approach to service challenges and complaint resolution	X	
Commitment to high quality service	X	
Ability to work to targets and deadlines	X	
Experience		
Able to manage the induction and training process of the team including maintenance of training records, development programs and identifying suitable courses for the team members	X	
Ability to lead, train, motivate and coach a large team developing staff to maximise their potential	X	
Experience of supervising staff	X	
Support the collective team ethos through cross functional team working	X	
Experience of working in a similar environment		X
Marketing experience, including use of social media		X
Other Requirements		
Flexible with working hours	X	
Clean Driving Licence		X