

Job Title: Deputy Catering Manager
Line Manager: Catering Operations Manager
Direct Reports: Catering Supervisors, Catering Assistants and Agency Staff

1. Main purpose and scope of the job

To be responsible for the day to day running of the catering department supporting and deputising for the catering manager.

- To be responsible for the planning, development and operational delivery of the full range of the food & beverage services of Stoneleigh events, including mass cash catering and large conferences.
- Meeting financial targets, food & hygiene standards and providing exceptional levels of customer service which exceed expectations.
- Set the standards of delivery through expectations of the team to give Stoneleigh Events a sustainable competitive edge.

2. Key Objectives

- To manage the Stoneleigh events catering operation to the highest possible standards, maximising sales, food quality, gross and net margin, including cost and portion control.
- Assist with negotiations with suppliers on price, quality and delivery parameters to improve company profitability.
- Provide impeccable customer service, food hygiene and health & safety standards.
- To plan the day to day running of the food and beverage services of Stoneleigh events in a smooth and profitable way. Deliver all catering requirements for events on time and to specification
- Manage and co-ordinate permanent and casual staff to ensure successful delivery of catering requirements in a timely, professional and customer focused manner
- Liaise with clients, generate quotes and up-sell catering to maximise profits
- Provide forecasts, profit and loss accounts and reports as required to ensure effective timely reporting.
- Coordinate and communicate with the Sales, Marketing and Events team to maximise all revenue opportunities available.
- Responsible for stock control and rotation and highlight to catering manager potential losses in time to enable reallocation of stock

3. Duties & Responsibilities

Financial

- Ensure all catering offered maintains high food quality, whilst delivering gross and net margin, and profit.
- Assist with forecasting event costs, monitor and maintain a margin including cost and portion control, and prepare basic profit and loss accounts for all events
- Manage the purchasing function, stock control, undertake weekly/monthly inventories and ordering new supplies, including sourcing new suppliers as required to ensure quality and good value is delivered
- At all times deliver high food quality, reviewing all offers and continually improving the catering offer to clients.

Team & Supervisory

- Oversee the management of facilities and efficient allocation of staff and resources.

- Ensure all staff who are customer facing are people friendly, service oriented, quick, dextrous and able to react on their own initiative for the good of the client.
- To plan the development, support, supervision and training of the catering team including junior colleagues, temporary and new staff.

Operational

- Continuously develop processes and procedures to effectively plan and deliver a high-quality customer focused service to fulfil client's requirements
- Undertake client visits, meetings and site tours in conjunction with the sales and events teams.
- Fulfil front of house manager role at events as required. Ensure plans are effectively implemented and support is given to produce a high quality, customer focused service and delivery including a liaison role with the event manager
- Provide quality check and processes that ensure rooms, furniture, service points, bars are set up as required for each event
- Ensure all catering staff are fully briefed on a day to day basis and before each event so that catering requirements are effectively met to a high standard
- To ensure all events have adequate staffing levels within the budget restrictions

Health & Safety

- Ensure all staff work in a clean and hygienic manner as defined by the Food Safety Act 1990
- Ensure all staff (incl temporary/agency) maintain a high standard of personal hygiene and appearance, and that all staff arrive on duty at the correct time and in a clean and well-maintained uniform
- Observe and implement procedures of fire prevention and evaluation
- To be aware of and implement conditions as laid down by the Health and Safety at Work Act 1974 and the Food Safety Act 1990. Make full use of any protective clothing, equipment and devices provided. Ensure correct reporting of any accident(s) or dangerous occurrence whether anyone is injured or not, or any practice, system of work or condition which you may consider may create a risk to the Health and Safety of a person or damage to plant or premises
- Comply with all rules as outlined in the terms and conditions of employment and the handbook (including Health and Safety Policy) and to be aware of disciplinary and grievance procedures
- Ensure all staff only use plant, substances etc as directed by information supplied by the manufacturers and for which received appropriate training
- To ensure legionella checks are carried out weekly

4. GENERAL RESPONSIBILITIES

- Maintain a high standard of personal hygiene and appearance
- Work to deadlines with excellent attention to detail and time management skills
- Maintain and improve competencies through continuous professional development
- Participate fully in the programme for staff appraisal, review and development, including training
- Work to administration, communication, environmental, health and safety protocols and policies to ensure that organisational systems and procedures are implemented
- Abide by organisational policies, codes of conduct and practice as described in the Staff Handbook.

- Support and promote diversity and equality of opportunity in the workplace
- Treat with confidentiality any personal, private or sensitive information about individual organisations and or schemes or staff etc.
- Carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the post

5. PERSON SPECIFICATION

Essential:

- Extensive experience of **managing large catering operations**, preferable at events or conferences.
- Financially aware with direct experience of budget production, P & L accounts, implementation and control, with proven ability to produce business plans and strategies to maximise sales, cost control and increase profit
- Experience of management, training and development of a catering team, including related staff cost control
- Proven ability to reduce waste and maximise profit
- Positive “can do” attitude, with good organisational, communication and negotiating skills
- Ability to work flexibly in responding both to change and duties of the post
- Handle volume whilst delivering exceptional quality of service.
- Customer focused, and a clear commitment to quality and economy
- Able to maintain effective working relationships across the organisation

Preferred:

- Effective IT skills including the use of Microsoft Office.
- Ability to meet deadlines with excellent attention to detail and time management skills
- Hold or prepared to complete the IOSH Managing Safety, First Aid at Work, Health and Safety and Personal Liquor License Courses

Please forward your CV to **rob@stoneleighevents.com**