



October 2020

Assistant Food & Outlet Services Manager

Thank you for your interest in the Assistant Food & Outlet Services Manager post. Please find attached the following information:

- Job description
- Person specification
- General Terms & Conditions of Employment

If you would like to apply for this position, please submit a detailed CV and covering letter by e-mail:

Email: HRMailbox@westdean.ac.uk

Closing Date: 28 October 2020

We endeavour to respond to all applicants in a timely manner. If, however, you do not hear from us within two weeks of the closing date, please assume that your application has been unsuccessful on this occasion.



JOB DESCRIPTION

JOB TITLE	Assistant Food & Outlet Services Manager (1 FTE)
SALARY	£25,000 FTE
BUSINESS AREA	Food & Outlet Services
LOCATION	West Dean College of Arts and Conservation
RESPONSIBLE TO	Food & Outlet Services Manager
RESPONSIBLE FOR	Food Service Supervisors & Retail Supervisors
KEY LIAISONS	Residential Services Manager, Head Chef, Head of Student Recruitment, Registrar, Gardens Manager, Collections Manager, Materials & Stock Buyer, Product & Enterprise Manager

MAIN RESPONSIBILITIES

- To support the Food & Outlet Services Manager and deputise in their absence in being responsible for the food service and retail outlet operations and the associated teams in the delivery of exceptional service to students and visitors.
- To lead by example and inspire the Food Services and Outlet teams, being highly visible to all students, guests and visitors, and driven by attention to detail and service.
- To support the Food & Outlet Services Manager in managing departmental budgets in order to achieve financial targets through effective planning and maximising profit opportunities.
- Work with the Food & Outlet Services Manager to develop and implement Standard Operating Procedures.
- To work collaboratively with managers across the wider estate, to ensure effective cross-departmental working.



GENERAL DUTIES & RESPONSIBILITIES

Day to Day Operations

1. In the absence of the Food & Outlet Services Manager, be the first point of contact, internally and externally, in relation to all enquires and operational issues associated with the running of the Food Service and Outlet teams.
2. Support the Food & Outlet Services Manager in communicating the planned activities on site to the Food Service & Outlet teams, including daily activities and events, as well as group and individual arrivals and any special requests, reinforcing standards of excellence and promoting a strong team atmosphere and culture.
3. Proactively encourage the Food Service & Outlet teams to be interactive with students, guests and visitors to enhance the service provided, developing the teams to anticipate their needs, act upon and follow up requests and deliver a level of service and responsiveness that generates compliments.
4. Oversee the practical activities associated with the day-to-day care, presentation and service of the Food Service & Outlet provisions, ensuring high standards are maintained at all times.
5. Deal sensitively, diplomatically and promptly with any complaints in a positive manner, looking for ways to build positively on feedback and seek opportunities to improve service offering.
6. Be proactive in the continuous improvement of the student, guest and visitor experience through innovation and encouragement of knowledge sharing, making the visitor experience highly visible and effectively communicated the best it can be.
7. Utilise Food Service & Outlet personnel between all associated outlets to minimise payroll expenditure and ensure flexibility of the team.
8. Ensure that the Food Service & Outlet areas are maintained to the required standards and to be responsible for the cleanliness of the outlets, storage areas and cellars.
9. Work closely with Buildings Maintenance to ensure all maintenance issues are identified, reported and actioned.

West Dean Stores

1. Recognise opportunities to improve West Dean Stores both as a community village hub and from a commercial perspective.



2. Support the Food & Outlet Services Manager in promoting West Dean Stores in the local community and the wider area.
3. Ensure that 'use by' and 'sell by' dates on products are not infringed.

Management & Supervision

1. Contribute to the overall operation of the Estates Division by having a high level of operational presence.
2. Support the Food & Outlet Services Manager in maintaining staff rotas for all Food Service and Outlet teams ensuring there is adequate cover within the agreed salary budgets.
3. Develop and motivate the team to ensure the continuous improvement of the Food Service and Outlet offering, increasing customer service satisfaction.
4. In liaison with the Food & Outlet Services Manager monitor performance within the Food Service and Outlet division and support the Continuous Performance Review (CPR) process.
5. In liaison with the Food & Outlet Services Manager, manage staffing issues in respect of individual staff, including recruitment, induction, performance and welfare issues.

Health & Safety

1. Adhere to the College's health & safety policy at all times, ensuring a safe working environment.
2. Support team in undertaking risk assessments as appropriate (including COSHH), assessing workplace hazards.
3. Ensure that the highest standards of food hygiene are maintained at all times in accordance with Environmental Health, HACCP and Food Standards Agency requirements.
4. Ensure high standards of security are maintained in the campus to keep the staff, students, volunteers and customers safe and the House and associated buildings secure.
5. Liaise with the FOSM in relation to training, risk assessments, accidents, incidents & near misses and other process related Health & Safety matters.



Finance & Accounting

1. Support the Food & Outlet Services Manager in managing the department budgets efficiently and maintain tight cost controls adhering to all organisational all financial and budget processes.
2. Support the Food & Outlet Services Manager in managing and controlling stock.
3. Take a proactive approach to increasing sales and reducing overheads, ensuring every opportunity is taken to increase sales and raise the Average Transaction Value through effective analysis of stock and sales reports and commercial awareness.

General

1. To build and maintain excellent working relationships, both internally within the organisation, and with external partners and suppliers.
2. To engage in professional development and training as agreed with the Food & Outlet Services Manager.
3. Undertake any other duties as may be reasonably requested by the Food & Outlet Services Manager.

The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be all responsibilities or qualifications of the job.

This job description is subject to regular review in consultation with the post holder.



PERSON SPECIFICATION

Education / Qualification

A good standard of education, including basic numeracy and literacy skills	Essential
Basic Food Hygiene Certificate	Essential
Personal License Holder	Essential
Food Safety Level 3	Desirable
Relevant qualification in the hospitality industry	Desirable

Work Experience

Experience of managing / supervising in a high quality Food Service environment	Essential
Experience of managing / supervising teams	Essential
Experience of managing / supervisor a retail outlet	Desirable
Experience of working within an education institution	Desirable
Experience of working within a visitor attraction	Desirable

Skills and Knowledge

Strong management skills and commercial acumen	Essential
Excellent organisational and project management skills	Essential
Outstanding interpersonal skills to build close working relationships with customers, colleagues and suppliers	Essential
Excellent communication skills, both written and verbal	Essential
Experience of managing stock control, budgets and cash handling	Essential
Health and safety experience specifically in relation to food service standards	Essential
Excellent customer service skills with the ability to anticipate and meet the requirements of all customers	Essential
A flexible and energetic approach to work to achieve agreed deadlines within tight schedules	Essential
Experience of managing staff including training, employee relations and organising shifts	Essential
Demonstrable knowledge of all elements of an efficient food and beverage service.	Desirable
Understanding of quality food, wines and service	Desirable

Personal Characteristics

Ability to work as part of a team.	Essential
Ability to work using own initiative within guidelines.	Essential
Ability to prioritise and work effectively under pressure.	Essential



ASSISTANT FOOD & OUTLET SERVICES MANAGER

GENERAL TERMS AND CONDITIONS OF EMPLOYMENT

Contract:	1 x Permanent Contract
Duties:	As attached job description
Salary:	£25,000 per annum
Hours:	35 hours per week, 5 days over 7 (including bank holidays and weekends)
Holidays:	33 days per holiday year (1 October to 30 September) inclusive of Bank Holidays
Sickness:	10 days in any consecutive twelve month period, or longer period at the Foundation's discretion
Benefits:	Contributory pension scheme, Employee Assistance Programme, free and discounted places on short courses at West Dean College