This job description is a guide to the work the post-holder may be required to undertake but does not form part of the contract of employment and may change from time to time to reflect changing circumstances.

**JOB TITLE:** Catering Operations Manager  
**REPORTS TO:** The Manciple (Head of Conference and Catering Services)

**The Role (General Objectives)**
The Catering Operations Manager will support the Manciple by overseeing the day to day delivery of a widely diverse range of food and beverage services in a unique and complex hospitality operation. Jesus College’s catering service has a reputation for respecting tradition whilst providing a modern and exceptionally high quality front of house service to all internal and external clients and guests of the College. He/she will engage with our clients, exceeding their expectations and ensuring all aspects of the customer journey are effectively delivered.

**The Catering Services**
The catering operation currently serves approximately 750 meals (College members) per day during Term via numerous outlets including a self-service cafeteria (Caff), High Table, Hall, Upper Hall, the Master’s Lodge, Coffee bar and College Bar and smaller dining rooms. The front of House team is also responsible for delivering food and beverage services, guests meeting and greeting and conference room service for the conference and events business throughout the year. Residential and non-residential conferences, private lunches, dinners and weddings are taking place all year round and the team is able to provide the same high level of service to everyone.

Over the next 12 months, an exciting new kitchen, new caff and a refurbished College Hall are to be finished. This means that the College will have two very distinct areas to deliver their internal and external catering services. The strategy going forward is for output generally to increase steadily over the next 3 years. The priority for the Catering Operations Manager will be to ensuring that all part of the services are sufficiently staffed with well-trained catering personnel to deliver exceptional quality service; engage with the team to build a can do attitude; lead by example and built upon the already established flexibility moto. The Catering Operations Manager will have to meet strict financial targets and will be able to report on the monthly activities and performances of the area.

**SPECIFIC RESPONSIBILITIES:**

**Main responsibilities:**
To work with the Manciple and Front of House team with the oversight and management of consistently high standards of food and beverage service provided in the Hall, the College Bar, the Combination Room, and the Master’s Lodge, the College Café and other Dining and Meeting Rooms designed for catering use, and/or under the general management of the Catering Department. This includes the provision of meals to fellows, students, staff and external clients...
of the College. The Catering Operation Manager, closely working with the Conference and Sales team, will be responsible for the delivery of all conference and events across the College.

The ideal candidate will have extensive Food and Beverage/Senior Operational management experience either from posts held working for another College, a prestige contract and event caterer, or within a quality Hotel or Country Club operation. A very good understanding of the conference and events industry is something that will help the successful candidate hit the ground running. The key pre-requisites are that you can ensure a comprehensive and professional Food and Beverage operation focusing on leadership, direction, innovation as well as ensuring the highest standards of safety and hygiene are maintained within a unique environment. You should also be able to effectively monitor and manage large numbers of staff to deliver multiple events on a large site within challenging time constraints.

The successful candidate should:

- Have a passion to deliver exceptional customer service in a results based environment
- Have experience of leading teams to excellence
- Have a problem solving attitude
- Be able to focus on the detail and prioritise to ensure the biggest positive impact
- Strong communication skills to allow good relationships amongst the team, College members and visitors to the College
- Previous financial management experience
- Be willing to roll up their sleeves and include themselves as a working member – 80% of the job will be spent on the floors.
- Be enthusiastic about acting in a Senior Management support capacity

Primary duties include:

- To assist the Manciple with the day to day operational management of the Catering departments
- To assist and work with supervisory staff in the planning and conduct of all College food and beverage services
- To liaise with the Head Chef and the kitchen team regarding food service provision for both internal and external events
- To work with the Catering team to ensure all events run smoothly and to an impeccably high standard of service and customer care.
- To work with the Manciple and the supervisory team to ensure effective and constructive communication with all departments in the Catering and Conference Department and with other departments within the College.
- To assist with the development of departmental plans and contribute to the strategic planning and direction of catering operations.
- To deputise for the Manciple in his absence.

Operational management

- To oversee the management of a wide range of front of house catering operations, including responsibility for fellow and student dining, conferences and events, fine dining, feasts and weddings.
- To oversee the management, preparation and service of all College functions held in College including service at the High Table, Cafeteria, Bar, Coffee bar and in the Masters’ Lodge In conjunction with the College Butler.
- To assist the Manciple with the oversight of all College events organised by the Master and the Fellow’s Steward
- To ensure hospitality is delivered to the highest possible standard.
• To assist the Manciple with the management of stock control of wine, linen, dry goods etc. within allocated budget parameters and to produce timely reports to reflect all Catering activity
• To work with Catering department managers and the department supply chains, ensuring best value and cost efficiencies
• To oversee the Catering equipment inventory and to notify the Manciple of any repairs or large items of equipment needed.
• To track and record any matters needing repair by the Maintenance team, making recommendations for major renovation or refurbishment to the Manciple as necessary.
• To liaise appropriately with relevant departments/functions of the College, including Fellows, Conference Office, Development Office, Maintenance, Bursary, Gardens, Master’s Lodge, Housekeeping, IT, Admissions and Tutorial.
• To ensure compliance with all College and legal requirements including, employment, health and safety, fire and food hygiene legislation.
• To monitor and improve current systems and procedures in all operational areas and to benchmark the results and efficiencies of each area within the Catering Department to realise best practice and ensure implementation and consistency.

Staff Management
• To assist the Manciple with staff motivation, training and coaching to ensure there is always a skilled team to perform to the highest standards,
• To ensure a "caring and responsive culture" which drives standards
• To assist with the recruitment plan for each area in the department with the help of the Manciple and the HR Manager.
• To assist with managing staffing budgets and meeting budget targets.
• To review the department’s payroll on a monthly basis as per the timetable and reporting any deviations to the Manciple.
• To make recommendations to the Manciple regarding staff development needs and to assist dealing with any performance issues including annual performance reviews.

IT Systems
• To manage the Epos system use across the operation, delegating tasks to the relevant people.
• To manage the internal events booking system via Upay, delegating tasks to the relevant people.
• To have the ability to create, edit and read the conference and residential event management system kinetics solution.

Food Hygiene and Safety
• To work with the team to ensure staff adherence to Food Hygiene, Health and Safety and Fire Safety Regulations to ensure a safe and secure environment.
• To liaise with the Head Chef to ensure the allergens legislation and internal protocols are followed at all times.
• To ensure compliance with licensing legislation at all times
• To conduct spot checks to ensure that all staff are complying with agreed Health and Safety procedures.

Financial Management
• To assist with the production and the management of the department budget.
• To assist with the production of records for internal financial charges and food cost analysis and stock records.
• To ensure that the purchasing of goods for the Catering Department are within agreed budgetary parameters (within University contracts where relevant).

**Other requirements**

• To attend training courses as required and to ensure staff in the department attend training courses organised by the College on their behalf
• To complete any other reasonable duties as requested by the Senior Management Team and to ensure the smooth running of the service areas
• To have the flexibility to work shifts including evenings, weekends and public holidays subject to rotas and a willingness to extend or change hours and days of work from time to time upon request and subject to operational requirements.
• It will be the responsibility of the post holder in conjunction with the Manciple to ensure that the required numbers of hours are worked to meet the needs of the business.

AM August 2021