

THE UNIVERSITY OF MANCHESTER
PARTICULARS OF APPOINTMENT
FACULTY OF CULTURAL INSTITUTIONS
JODRELL BANK CENTRE FOR ENGAGEMENT
CATERING MANAGER
VACANCY REF: CIX-024942

Salary:	Grade 5 £30,487 to £34,980 per annum, depending on relevant experience
Hours:	35 hours per week
Duration:	Permanent
Location:	Oxford Road, Manchester

Enquiries about the vacancy, shortlisting and interviews:

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Are you ready to provide an 'out of this world' catering offering at the iconic Jodrell Bank Centre for Engagement?

Jodrell Bank is a vibrant hub for scientific discovery, education, and inspiration. You'll be part of a passionate team dedicated to igniting curiosity and wonder, and you will play a starring role in that mission, directly fuelling an unforgettable experience.

In this crucial role, you will:

- **Curate a "must-visit" food & beverage experience:** Elevate our café offering, ensuring top-notch quality service, and a vibrant atmosphere that reflects the unique location of this role.
- **Lead an inspired team:** Motivate and empower your Café Supervisor, Team Leaders, and Hospitality Service Assistants to deliver exceptional customer care and consistently uphold our ambitious standards.
- **Drive operational excellence:** Implement best practices, manage Health & Safety, oversee recruitment & staff development, and set up efficient stock management systems.

- **Partner for success:** Collaborate with the Venue Hire Manager to ensure seamless event hospitality and with the Marketing & Communication Manager to effectively promote your culinary creations.
- **Contribute to our strategic vision:** Set and track key performance indicators, check costs, analyse budgets, and contribute to the annual business plans for Catering & Events.

Our Values

Jodrell Bank Centre for Engagement (JBCE) is a proud Cultural Institution of the University of Manchester. As such, we value:

- **Inclusivity:** we support participation for diverse audiences, communities and staff, seeking to connect people with Jodrell Bank and with each other. Furthermore, we strive to create an inclusive culture by recognising each other's differences and strengths.
- **Integrity:** we care deeply about the impact of our work, and we hold ourselves to high standards. We value honesty and integrity, ensuring that our practices are always responsible, ethical and sustainable.
- **Empowerment:** we empower our audiences, communities, our staff and our volunteers to enable confidence.
- **Support:** Our success rests on the achievements of others, and in turn we aim to provide the tools and the support needed to inspire others.

It is important that all colleagues share in this vision and are committed to helping create a working environment that is both rewarding and fulfilling.

Overall Purpose of the Job

Lead catering and event operations for First Light and Planet Cafés, ensuring smooth administration, professional execution, and high-quality food and beverage presentation and delivery, all while adhering to health and hygiene regulations. Empower your team to achieve the highest standards in facility management, product/brand quality, and customer service/hospitality. Implement strategic initiatives to boost operational effectiveness and achieve business revenue and profit goals.

Key Responsibilities and Duties

Visitor Experience

- Ensure that the Centre's food and drink offer enriches the visitor experience and expand the offer to become a 'must visit' destination.
- Monitor the quality of the products offered and service supplied to ensure consistently high standards.
- Lead your team to supply a first-rate welcoming and helpful service to our visitors, whilst always providing professionally supportive and motivational leadership.

- Lead by example to build a visitor-focussed culture of excellent customer service which reflects the brand, mission and values of the Discovery Centre.
- Consistently show excellent people skills, deploying a courteous manner with colleagues and the public so that staff follow in providing an exceptional and inspirational visitor experience.
- Consult with Venue Hire Manager to ensure that all hospitality and events services are carefully planned and delivered to the customer's requirements and agreed quality standards.

Operational

- Alongside the Head of Operations and Cultural Enterprise Manager, assist with the development of both products and services, supporting training and other learning initiatives for colleagues.
- Undertake the administration of Health & Safety across the Hospitality Team's areas on behalf of the Head of Operations. Ensure that requirements are discussed and clarified with staff and are implemented consistently, incorporating up-to-date legal compliance and best practice in line with policy and procedure.
- Support the recruitment of new staff (including seasonal casual staff).
- Have responsibility for staff development including induction, 1 to 1's, performance and development reviews, and authorise annual leave.
- Manage supplier relationships to identify new products and services that are aligned with the Centre's ethical and sustainable approach, balanced alongside profitability.
- Work closely with the Marketing and Communication Manager to ensure café merchandising and communications reflects the Centre's personality and tone of voice, clearly articulating the offer to visitors on site and online.
- Establish systems to coordinate stock management and efficient replenishment processes.
- Support the Venue Hire Manager in the duty management of hospitality events and functions at the Centre, this will require the flexibility to work evening and weekends as needed.

Commercial Management

- Undertake accountability for Key Performance Indicators (KPIs) and setting and reporting figures monthly.
- Monitor costs (staffing, operational and wastage) to ensure maximum profitability.
- Alongside the Cultural Enterprise Manager, review budget performance on a weekly basis, adjusting activity to ensure targets are delivered and increased profitability of café revenue is achieved.
- To support with the creation and implementation of annual strategic and operational business plans for Catering and Events services.

Other

- Always act following the University's policies and procedures related to Equal Opportunities, Health & Safety, and all other policies and procedures which apply to this post.
- Ensure that all personal actions are in line with the overall environmental aims of The University of Manchester, undertaking all tasks in an environmentally sustainable manner - promoting environmental sustainability where opportunity presents.
- Keep the Discovery Centre "Radio Silent" for science by politely asking visitors to turn off their mobile phones in a non-confrontational manner. Where necessary, refer non-complying visitors to the Duty Officer.
- This role at times will require evening and weekend work and candidates must be flexible to work around the needs of the business as and when needed.

Person Specification

Knowledge, Skills and Experience

- **Formal Qualifications:**
 - A recognised QCF Level 4 qualification in hospitality, business, or a related field (e.g., BTEC, Professional Certificates & Awards). OR
 - A combination of relevant professional qualifications and demonstrably strong skills and knowledge gained through industry experience.
 - A Level 3 (formerly intermediate) Food Hygiene certificate (training provided if needed).
- **Compliance & Safety:**
 - A solid understanding of and commitment to upholding leading operational compliance for Health & Safety regulations in industrial restaurants, catering operations, and function venues. This includes keeping up-to-date knowledge of the latest requirements.
- **Financial & Administrative:**
 - A comprehensive grasp of administrative and financial responsibilities associated with hospitality/catering management. This includes stock control, cost control techniques, and budgeting responsibility.
 - Working knowledge and management of an EPOS system and computerised stock control (or similar, with the potential to learn).
- **Leadership & Teamwork:**
 - Proven experience in managing teams, projects, and individuals effectively.
 - A strong collaborative spirit and a genuine desire to work effectively within a team environment.
 - Experience building positive relationships and collaborating with colleagues at all levels.

- **Communication & People Skills:**

- Excellent interpersonal and team-building skills to foster a positive and productive work environment.
- Excellent customer service skills, showing understanding and responsiveness and setting a benchmark for others to follow.

- **Organisational & Critical Thinking Skills:**

- Exceptional organisational skills with the ability to prioritise tasks effectively and manage time efficiently.
- A highly creative and initiative-taking approach to problem-solving, readily identifying and implementing solutions for improvement.