

# Food & Beverage Operations Manager

## Job Description

### The Role

<b>Job title:</b>	Food & Beverage Operations Manager
<b>Department:</b>	Commercial Services
<b>Responsible to:</b>	Associate Director of Commercial Services
<b>Location:</b>	Catering and Bar
<b>Salary:</b>	Grade 8: £37,099-£44,262 per annum
<b>Term:</b>	Full Time, permanent
<b>Relationships with:</b>	University Senior management team, University Staff, The Student Union, students, clients and event hosts

### Purpose

To operate and manage the hospitality Front of House operations. To ensure all administration is kept up to date and ready for inspection. To manage, lead and inspire the team from the front to help drive the business forward and ensure operational excellence.

### Key Responsibilities

- To demonstrate full alignment to the strategic vision and core values of the RAU
- Deliver the operational management of the Catering & Bar Teams, uniting them and line management of Assistants and Bar Manager.
- Deliver the Food & Sustainability vision as aligned to the University Strategy and department values, working alongside senior kitchen team and Associate Director of Commercial Services
- Lead, inspire and motivate Catering team to drive the business forward and achieve departmental goals and ensure operational excellence as planned by the Associate Director of Commercial Services.
- Ensure delivery of key targets, revenue, Gross Profit and customer satisfaction.

- Operational accountability of the financial performance of the Catering & Bar departments.
- Prepare business plan, recommendations and budget with opportunities to grow alongside Associate Director of Commercial Services
- Prepare monthly P&L reports to the Associate Director of Commercial Services
- Positive and passionate focus on food and service. Develop training, employee improvement and service delivery improvement plans
- Seek and deliver attainment of appropriate industry accreditations that demonstrate best practice and forward thinking

## General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

## University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.
- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.
- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

## Person Specification

<b>Requirements</b> The post holder must be able to demonstrate:	<b>Essential or Desirable</b>	<b>Measured By</b> A) Application Form B) Interview C) Presentation
<b>Qualifications:</b>		
Catering qualifications or proven depth of experience	E	A
Management qualification or proven depth of experience	E	A
Full UK Driving License	E	A
<b>Knowledge, Experience and Skills:</b>		
Proven record in leading and delivering excellent customer service through teams	E	A,B
Proven record of building and leading successful team	E	A,B
Excellent communication skills – able to encourage, performance manage and negotiate	E	A,B
Experience with working with a varied consumer group	E	A
Proven track record of commercial P&L accountability	E	A,B
Calm and structured approach, coupled with resilience and intuitive problem solving skills	D	B,
Has a keen eye for detail with restaurant experience	E	A,
Understanding of the HE sector and expectations	E	A,B,

<b>Requirements</b> The post holder must be able to demonstrate:	<b>Essential or Desirable</b>	<b>Measured By</b> A) Application Form B) Interview C) Presentation
Sound knowledge of Health and Safety and Food Safety legislation and guiding principles	E	A,B,
Current, sound knowledge and awareness of the key issues facing the HE sector and hospitality industry	D	A,B,
Experienced user of Procure Wizard software	D	A, B
Demonstrates flexibility and agility	E	B
Customer service focus	E	A, B
Understanding of current trends within the industry pertinent to the University consumer groups	E	A,B,
Personal Licence holder (liquor) or willing to become one	D	Training can be provided to qualify

## Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website ([www.rau.ac.uk](http://www.rau.ac.uk)) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to [jobs@rau.ac.uk](mailto:jobs@rau.ac.uk) stating where you saw the advert for the role
- Informal enquiries can be made to Ryan Hanson – Associate Director, Commercial Services [Ryan.Hanson@rau.ac.uk](mailto:Ryan.Hanson@rau.ac.uk)
- Closing date:** 12 December 2023 with **Interviews on:** 21 December 2023.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

**The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are under-represented within the RAU at this level**