

Assistant Restaurant Manager

Job Description

The Role

Department:	Commercial Operations – Catering
Responsible to:	Restaurant Manager
Location:	Cirencester
Job Details:	Permanent, Full time, (35 hours average week), variable hours, including weekend and evening work on a shift basis
Salary	Grade 4: £20,092 - £23,487 per annum
Relationship with:	Customers, suppliers, Student Union

Purpose

To support the Restaurant Manager and Head of Catering & Retail in delivering the departmental action plan in line with the strategic vision. You will support the development and implementation of the Catering strategy. Ensuring that services provided are appropriately aligned to the changing needs of the University community and its commercial clients. You will assist in the training of the team to deliver high levels of customer satisfaction and support the Restaurant Manager in the operation of the department.

Key Responsibilities

1. Control budgets and be able to (when necessary) provide Head of Catering and Retail with reviews on costings, customer satisfaction and operating margins.
2. Assist Restaurant Manager in developing, motivating, managing and training team to optimise performance identifying training needs through a regular appraisal system.
3. Ensure adequate staffing levels at all times, whilst working within budgetary parameters.
4. Assist Restaurant Manager to achieve departmental KPI's as set out by Head of Catering & Retail
5. Supervise the bar team and deputise for Restaurant Manager, ensuring financial, operational and strategic targets are met. Provide written performance reports for Head of Catering & Retail when required.
6. In conjunction with Restaurant Manager, work with purchasing consortia and suppliers ensuring optimisation of prices to achieve budgeted profit margins.

7. Liaise with the Restaurant Manager to increase sales, promotional opportunities and develop commercial business whilst delivering first class customer experience.
8. In conjunction with the Restaurant Manager, produce and implement a departmental policy and procedure, to be reviewed annually.
9. Responsible for all departmental administration in absence of Restaurant Manager
10. Client Management of non-residential function business in the absence of the Restaurant Manager, as required.
11. In conjunction with Restaurant Manager, utilise the social media and marketing strategy to promote business and opportunities.
12. Ensure all health, safety and hygiene regulations are applied in relevant areas and adhered to.
13. Awareness of and compliance with all University Policy and procedure
14. Deputise for Restaurant Manager in their absence.
15. Such other reasonable tasks as may be requested by Head of Department.
16. Nurturing and development of working relationship with Student Union to develop calendar of events.
17. To brief the shift with the levels of business for the coming shift and ensure that the team is efficiently deployed to meet the business need.
18. To assist the Restaurant Manager with compiling the staff rota to meet the needs of the business, whilst working within budgetary parameters
19. To be responsible for first line performance management
20. To have an understanding of budgets and departmental financial performance

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.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Qualifications:		
A good standard of education – GCSE or equivalent	E	A
Qualification in Hospitality and catering	D	A
Knowledge, Experience and Skills:		
Excellent interpersonal and communication skills	D	B
Previous shift leader experience in catering, conference or hospitality venue	E	A, B
Understanding of budgetary management	D	A, B, C
Capable of implementing and monitoring of agreed standards	E	A, B
Excellent administration and organisational skills	E	B
Self-motivation and ability to work in pressurised environment	E	B
Passionate about hospitality industry and quality	E	B
Experience of organising staff rotas	D	A, B
Competent IT skills	E	A, B, C
Ability to communicate effectively at all levels	E	B, D
Customer service focus with the ability to ensure delivery of outstanding levels of customer satisfaction	E	B,C
Special requirements:		
The post holder will be required to work evenings and / or weekends		
The post holder should have a first aid qualification or willingness to attain		

Application Process

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

- A University [Professional Services Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website 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 stating where you saw the advert for the role
- **Closing date:** applications will be considered as they are submitted with interviews held on an ongoing basis until the post is filled.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.