

Assistant Restaurant Manager



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: £19,612 - £23,067 per annum
Relationship with:	Customers, suppliers, Student Union

Main 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 will be trained to deliver high levels of customer satisfaction and support the Restaurant Manager in the operation of the department.

Key Tasks

- 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

PERSON SPECIFICATION

REQUIREMENTS	ESSENTIAL (E) or DESIRABLE (D) REQUIREMENTS	MEASURED BY:
The post holder must be able to demonstrate:		A) Application Form B) Interview C) Test / Exercise D) Presentation
A good standard of education – GCSE or equivalent	E	A
Qualification in Hospitality and catering	D	A
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

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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
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk saying where you saw the advert for the role

Closing date: 21st October 2019