



Assistant Catering Manager Kidderminster

Up to 24k dependant on experience

Role Outline

Reporting to the Catering Manager, this full-time permanent role will be to oversee for the daily operation and development of the Kidderminster site, incorporating the King and Castle, The Valley Suite and Station Concourse. Delivering a high-quality food and beverage offer which exceeds customer expectations, maximising customer spend and strict controls on expenditure. Leading, and being part of a team, you will ensure company standards of performance are maintained to ensure our customers' expectations are surpassed.

Duties and Responsibilities

- Working closely with the Food and Beverage Operations Manager, the Executive head Chef and the Catering Manager you will create and deliver a first-class customer experience.
- Contribute to development initiatives to improve the turnover, profit, efficiency, and effectiveness, including new ideas to support the raising of standards and quality to make the Kidderminster site a destination for locals and visitors alike.
- Be an ambassador for the business and lead your team by example.
- Recruit, train, mentor and motivate your team.
- Responsible for the business's money, stock, and security.
- Strict control of labour expenditure and overheads to achieve maximum net profit return for the business.
- Ensure all purchases of £500 or over have a minimum of 3 quotes.
- Ensure all suppliers have undergone the company tender process.
- Ensure paperwork for monthly stocktakes is accurate and ready for inspection by an external/internal stocktaker.
- Accurate recording of wet and dry wastage.
- Follow company purchase order process, ensuring accuracy for invoice payments, including delivery variances and price changes.
- Keep up to date with and implement licensing legislation, liaising with authorities, taking legal responsibility for the premises.
- Adhere to all procedures and training related to Health and Safety at work Act. To include the general safety of employees e.g., working at heights, lifting/carrying, lone working, first aid regulations, correct use of equipment, pressurised containers, CoSHH, risk assessments and personal safety. With the manager train the team on the aforementioned.
- Maintain high standards of cleanliness, personal hygiene, and appearance across all the team.
- Implement and control cleaning schedules in the bar, cellar, toilets, and other public areas.
- Responsible for reporting any necessary repairs to all equipment on site immediately and to arrange repairs, ensuring that unsafe equipment is taken out of use pending repair, utilising authorised suppliers/contractors.
- Record all accidents, incidents, near misses and notifiable diseases.

Job Description and Person Specification



- In conjunction with the manager understand, train the team on the company HACCP and all its pre-requisite conditions.
- Engage social media as a tool to market the business to the wider audience.
- Any other applicable duties as required.

Key Accountabilities

- Consistent delivery of excellent customer service.
- Deliver to budget and revenue targets as set in yearly budget.
- Accountable for the business's money, stock, and security.
- Accountable for the safety of the team and customers.
- Accountable for labour expenditure and operating within labour target.
- Accountable for overheads and working within overhead targets.
- Accountable for cost of sales and working within cost of sale targets.
- Accountable for HACCP and all pre-requisite health and hygiene regulations. Pest control by way of example.
- Following Company Purchase Order process, ensure accuracy for invoice payments, including delivery variances and price changes

Key Relationships

- Catering Manager.
- Food and Beverage Operations Manager
- Customers.
- Wider catering team.
- Kidderminster Station Staff.
- Volunteers.
- Suppliers.
- Senior Leadership Team.
- Support departments eg, Marketing, Accounts, Human Resources.
- Legislative and licensing authorities.

Skills Required

- Demonstrable leadership and motivating skills including the ability to build strong relationships with customers and the team.
- Excellent communication skills – a team player.
- Ability to manage in a diverse environment with a focus on client and customer services.
- Strong organisational and time management skills.
- Stock-taking skills.
- Good business and commercial acumen.
- Ability to work in a high paced environment.
- Tact and diplomacy with customers on occasions in challenging circumstances, able to think quickly and sort out problems on the spot, and the ability to stay calm in a crisis



Qualifications, knowledge and experience required

- Pro-active management style. Creating a hardworking and efficient team mentality.
- Positive and team focused.
- Inquisitive, always looking to learn and progress.
- Recent experience in Bar/Public House Management.
- Good general education to GCSE standard, in particular English and Maths.
- Appropriate Bar and Cellar qualifications (Personal Alcohol Licence course, Cellar Training)
- Level 2 Health and Safety qualifications.