

Job Title: Front of House Manager

Salary: £24,360 per annum

Department: Retail

Contract/Hours: 35 hours per week, working time to be managed appropriately. Includes evenings and weekends as required.

Role Purpose

The purpose of this role is to provide effective and efficient well-lead management to College Court while improving on the current model. Your role is to ensure that you and your team provide effective and welcoming function and events space which meet the needs and expectations of our customers. You are to strive continuously to deliver high standards of customer service, food hygiene and health and safety.

As a manager you must empower your team to strive for success and continual development within their role through training, appraisals and effective communication.

You must engage with the operational management and Senior Management Team to ensure the business continues to grow and develop, sharing ideas and working collaboratively with a focus on Leicester Services Partnership's (LSP) Strategic Plan.

Be a brand ambassador who promotes LSP's values and strategic plan. This role requires leadership, effective management, excellent communication, retail knowledge, food hygiene knowledge and health and safety standards knowledge.

Principal Responsibilities

- Manage the day-to-day activities of College Court and the functions/conferences taking place to ensure they run smoothly and to expectation.
- Assisting the Assistant Section Manager Hospitality to continuously manage, develop and improve where required all aspects of College Court.
- Identifying additional sales and marketing opportunities.
- Ensuring customer service excellence is consistently delivered, and revenues and profitability are maximised.
- Assisting with recruiting, leading, managing, training, coaching and developing the College Court team.
- Assisting with regular operations team meetings and ensure communication is cascaded to the College Court team via either daily / weekly discussions regarding routine operational matters, such as customer comment and feedback, event information, staff issues and other operational information which is key to event success.
- Identifying staff learning needs and assisting with development.
- Working with the Marketing Department to develop and drive revenue strategies, and to ensure all distribution channels are optimised, and being innovative in identifying market strategies to stay ahead of the competition.
- Keeping up to date with industry trends and competition, to ensure College Court grows and is a venue of choice.

- To deliver a high standard of customer service to our customers.
- To ensure accurate and timely stock management.
- To work autonomously and be confident in decision-making.
- Undertake sound financial management to ensure College Court is profitable and stays within budget.
- To work in line with defined budgets and comply with any financial procedures, which are in place currently or are future developed.
- To handle and address any customer complaints regarding College Court in line with LSP policy and procedures.
- To line manage the College Court team effectively and in line with HR guidance.
- To effectively manage staff rotas, absenteeism, performance issues and sickness.
- To maintain at all times any confidential or sensitive information to which you become privy in the course of carrying out the role, sharing this only with authorised persons.
- To be responsible for the performance management of the College Court team, their supervision and support them as a whole.
- To build and maintain strong relationships with LSP operational management and senior management to ensure collaborative working.
- To ensure that all College Court paperwork is completed accurately to LSP standard.
- To follow all cash management guidelines ensuring proper cash management practices are followed by the outlet team.
- To minimise wastage without affecting availability. Ensure all stock is correctly controlled and stored.
- To be the responsible person for College Court with regards to Health and Safety and Food Hygiene Standards, ensuring we are compliant in all areas.
- To ensure all members of your team follow Health and Safety, COSHH and Food Hygiene regulations at all times.
- To deal with maintenance issues promptly when you are responsible for College Court and report any critical, brand damaging, pest or Health and Safety issues immediately so that LSP can take appropriate action promptly.
- To be responsible for promoting equality and diversity in the workplace and challenging, where appropriate, those who do not.
- To be flexible and adapt to meet the needs of the business and its Strategic Plan.
- To perform any other reasonable task as determined by LSP.

Key Results Areas

- Financial – ensure College Court is cost effective with regards to staff and stock. Ensure all finance procedures are followed and policies adhered to.
- Staffing – ensure staffing levels are accurate and cost effective. Ensure absences are covered and appropriate staffing levels maintained.
- Overall performance of College Court – performance regarding profit, customer satisfaction and food hygiene will be constantly monitored and must perform consistently well in all areas.

Physical Effort

This is not an office desk-based role. This role is primarily standing or moving, constantly mobile and walking. Travel by foot, or car across campus. The requirement is to serve when short staffed, clean down areas, lift heavy boxes and/or move stock from different locations.

All physical activities such as lifting and handling should be carried out in line with LSP's health and safety policy and procedure.

Working Conditions

This role is based at College Court which has parking and office space. The role is not primarily desk based and will require the post holder to be active and customer facing.

There may also be challenges of unhappy customers who may become angry and possibly aggressive.

Internal and External Relationships

- Customers – students, public or members of staff (LSP, UoL & SU).
- Regular liaison with operational team and Senior Management Team.
- External suppliers.
- Departmental managers and staff.
- The University of Leicester, employees, students and management.
- The Students' Union, employees and management.

Planning and Organising

- You will be responsible for planning rotas for weeks and months ahead.
- You will be responsible for managing stock levels for weeks and months ahead.
- You will be responsible for your team's training and ongoing development.
- You will be responsible for planning the intake of casual recruitment and permanent staff recruitment.

Qualifications, Knowledge and Experience

Essential

- Qualification in food and beverage, retail or management discipline
- Minimum of three years' experience managing a busy food & beverage or food retailing operation either as the General Manager, Food & Beverage Manager or as the Assistant Manager.
- Experience of delivering a high level of customer service
- Strong communication skills
- Experience of using in house ordering system
- Strong kitchen/food development skills
- Strong leadership skills
- Training skills
- Cash handling skills

Desirable

- Educated to degree level, ideally in a Food and Beverage, Retail or Management discipline.
- It would be advantageous to have proven experience working in a university catering setting.
- Food Hygiene Level 3.
- Health and Safety qualification.

Skills, Abilities and Competencies

Essential

- Demonstrates a calm exterior during periods of high volume or unusual events.
- Strong personal resilience.
- A strong leader of the team, giving clear direction and guidance when required.
- Able to plan work so that results are achieved on time and within budget.
- Able to maintain effectiveness during periods of change.
- Effective oral and written skills in order to communicate effectively with staff and students.

Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff, and identifies LSP as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

Health & Safety

The Front of House Manager carries out the duties placed on employees by the "Health and Safety at Work Act" 1974,:

- To take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in the pursuance of any relevant statutory provisions.
- To attend all mandatory training which covers Health and Safety
- Report any Health and Safety concerns promptly and in line with the company policies and procedures.

General

LSP has to continually modify and improve its service. This will inevitably mean that modification of structures and also job descriptions may prove necessary. The post-holder will be expected to co-operate with changes, which the Chief Executive may wish to introduce, subject to consultation.

It is neither practical nor possible to list indefinitely a list of 'jobs' this post must undertake, those 'jobs' which fall outside of this document but are in line with the role must be carried out and may include other 'jobs' deemed suitable by LSP.

1. PERSON SPECIFICATION

<u>SELECTION CRITERIA</u>		<u>INTERVIEW ASSESSMENT</u>				
3 = Essential 2 = Important 1 = Desirable		Meets the criteria: A = Exactly B = Closely C = Barely D = Does Not Meet Criteria				
<u>CRITERIA</u>		<u>COMMENTS & HOW CRITERIA MEASURED</u>	A	B	C	D
Education/Qualification:		(Interview/Application)				
Relevant qualification in food & beverage or food retail	3	Application				
Degree-level education, ideally in Food & Beverage, Retail or Management discipline	1	Application				
Food Hygiene Level 3	1	Application				
Health and Safety qualification	1	Application				
Experience:						
Three years or more experience in managing a busy food & beverage or food retailing operation either in the role of:						
Manager	1	Application				
Assistant Manager	3	Application				
Experience of delivering high level customer service	3	Interview/Application				
Experience of managing a team effectively	3	Interview/Application				
Experience of training and developing the wider team	3	Interview/Application				
Demonstrate strong leadership skills	3	Interview/Application				

Demonstrate strong communication skills	3	Interview/Application				
Experience in cash handling	3	Interview/Application				
Experience of collaborative working with the senior management team	1	Interview/Application				
Experience of recruitment	2	Interview/Application				
Experience of some HR processes such as performance management and disciplinary	1	Interview/Application				
Experience of using in-house ordering system	2	Interview/Application				
Knowledge:						
Sound working knowledge of;						
<ul style="list-style-type: none"> Food Hygiene Standards Health & Safety Standards 	3 & 3	Interview/Application Interview/Application				
Skills/Abilities:						
Excellent communication skills	3					
Ability to work independently and autonomously	3	Interview/Application Interview/Application				
Basic IT skills	3					
Willingness to undertake varied roles within the team	3	Interview/Application Interview/Application				
Personality/Disposition:						
Enthusiastic and flexible	3					
Friendly and approachable	3	Interview				
Remain calm under pressure	3	Interview				
Focused and driven	3	Interview				
Resilient	3	Interview				

Travel: Must be able to travel to all outreach venues within an acceptable time frame and be prepared to carry own equipment	2	Interview Interview/Application				
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Additional Comments:

*Successful	*Unsuccessful	*Reserve
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*Delete as appropriate

Signature of interviewer	Designation:	Date:
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