### 1. Job Details

**Job title:** Assistant Catering Manager (Food)  
**School/Support Department:** Accommodation services  
**Line manager:** Catering Manager

### 2. Job Purpose
To assist as part of a management team of a catering unit in the provision of efficient and effective catering services to both student and commercial customers.

### 3. Main Responsibilities

<table>
<thead>
<tr>
<th>% of time</th>
<th>Task Description</th>
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<tbody>
<tr>
<td>10%</td>
<td>1. Record and process weekly expenditure in consideration against unit budget, for consolidation into monthly figures prepared by the Manager.</td>
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<tr>
<td>5%</td>
<td>2. Prepare job descriptions, person specs and advertising as part of recruitment, selection and induction for all catering assistants within the centre according to manpower plans and agreed wage budget.</td>
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<tr>
<td>10%</td>
<td>3. Deal with a range of personnel administration to include preparing staff rota in consideration of operating needs, and regular updating of personnel files with all forms filled in respect to appointments, termination, staff sickness/absence and holidays as per University policy.</td>
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<tr>
<td>30%</td>
<td>4. Undertake Duty Management shifts to involve task allocation to supervisors, monitoring standards of food and service and ensuring due diligence procedures are strictly adhered to by all staff.</td>
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<tr>
<td>10%</td>
<td>5. Ensure all building; plant and equipment in catering outlet are kept in a reputable state by ordering repairs and maintenance as required and detailing replacement schedules.</td>
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<tr>
<td>10%</td>
<td>6. Collate all till sales, non cash sales and VAT figures.</td>
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<tr>
<td>15%</td>
<td>7. Ensure that all invoices are processed correctly considering consortium and other pricing agreements, and settled in line with University audit/finance requirements.</td>
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<tr>
<td>10%</td>
<td>8. Maintain staff training records and conduct employee appraisal process with all Catering Assistants.</td>
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### 4. Planning and Organising
Majority of own workload planned by postholder with additional responsibilities or tasks allocated by line manager.  
Job holder will need to plan work weeks and occasionally months in advance and will be expected to use financial forecasts, previous statistics and research own ideas.

### 5. Problem Solving
- Settling disputes/problems between staff and supervisors. The postholder fully investigates the situation, identifies acceptable solutions and monitors the situation on an ongoing basis to ensure specific problems are resolved.
- Dealing with issues resulting from staff shortages. The key priority is to ensure that the service is adequately covered. Solutions include requesting assistance from other shifts, minimising certain duties through the use of disposable crockery, and ensuring short staffing problems are resolved.
- Problems with suppliers of food and maintenance. Going through the proper reporting procedures for unsatisfactory service of good and making alternative short-term arrangements. If necessary arranging for alternative contracts.
### 6. Decision Making

**Decisions taken by post holder**
- Decisions relating to staff – rota compilation, task lists, time keeping, attendance, disciplinary & grievance handling
- Appointment of staff up to catering assistant level
- Develop and Implementing new procedures as required
- Where applicable – assess function business levels and ensure proper allocation of facilities

**Decisions referred by post Holder to Manager**
- Appointment of assistant managers and supervisors
- Large items of expenditure
- Annual budgets
- Advice on certain University policies and procedures

### 7. Key contacts/Relationships

- Senior management and management within the catering division and throughout Accommodation Services for day to day management and operational issues.
- University Human Resource Department for recruitment processing and advice on personnel issues and procedures
- Customers – dealing with all customer queries
- Estates & Buildings to report faulty building, plant or equipment
- External Suppliers to ensure correct prices are charged, accurate invoices are raised and any special offers discussed

### 8. Knowledge, Skills and Experience Needed for the Job
- Minimum qualification of an HNC or HND in Hospitality Field
- Basic food hygiene certificate (intermediate desirable)
- High standards of computer skills and familiarity with modern software packages
- Previous experience supervisory/management
- Experience in personnel administration
- A high level of adaptability to be able to cover unsociable hours including weekends, split shifts, early mornings and late evenings.

### 9. Dimensions

- Oversee the management of 10 – 80 staff (subject to size of catering outlet)
- Purchasing authority up to £1,000

### 10. Job Context and any Other Relevant Information