### 1. Job Details

**Job title:** Assistant Catering Manager (Food & Bars)

**School/Support Department:** Accommodation services

**Unit (if applicable):**

**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 bar and restaurant services to both student and commercial customers.

### 3. Main Responsibilities

<table>
<thead>
<tr>
<th>% of time</th>
<th>Main Responsibilities</th>
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<tbody>
<tr>
<td>10</td>
<td>1. Record and process weekly expenditure in consideration against unit budgets, for consolidation into monthly figures prepared by JMC Manager. Ensuring that the set Gross Profit and key cost ratios are achieved as set by the yearly budget.</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 bar staff according to manpower plans and agreed wage budget</td>
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<tr>
<td>12.5</td>
<td>3. Conduct all statutory training e.g. Weights &amp; Measures, health &amp; hygiene &amp; fire &amp; safety, maintaining full records for bars and restaurant with Manager including implementing the SVQ programme for the Front of House</td>
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<td>12.5</td>
<td>4. Deal with a range of personnel administration to include preparing staff rotas 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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<td>10</td>
<td>5. Carry out bar stocktakes to facilitate re-ordering and place orders for all beverage and additional items e.g. disposables, glasses, required for the operations of bars (includes equipment inventories).</td>
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<td>10</td>
<td>6. Responsible for the security of all bars and surrounding areas, security of cash floats and ensure tills are cashed up with reconciliation against till receipts accordingly, in addition whilst on duty management shifts balance takings and safe in the John McIntyre Centre Office</td>
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<td>10</td>
<td>7. Health &amp; Safety responsibilities – record and check regularly all cellar &amp; sandwich unit temperatures, clean beer lines weekly, keep all bar areas clean and free of dirty equipment. Using the Food Hygiene Management System to record the information</td>
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<tr>
<td>30</td>
<td>8. Undertake Duty Management shifts in the JMC covering both restaurant and bars, which will involve task allocation to supervisors, monitoring standards of beverage, food and service and ensuring due diligence procedures are strictly adhered to by all staff</td>
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</tbody>
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### 4. Planning and Organising

Majority of own workload planned by postholder with additional responsibilities or tasks allocated by immediate superior.

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
- Appointments of staff up to Catering Assistant and Bar staff level
- Develop and Implementing new procedures as required

**Decisions referred by post holder to Manager (JMC)**
- 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

### 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 bar and restaurant supervisory level
- 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