**JOB SPECIFICATION**



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| **MYERSCOUGH AND PROUD** |
| At Myerscough College and University Centre we have a nationally and internationally recognised Further Education, Higher Education, Adult Education and Apprenticeship provision. The Further Education provision is well established, the Higher Education provision has a well-recognised partnership with UCLan and the apprenticeship provision is operational nationally. We offer a rewarding and enjoyable working environment, where colleagues are inspired to make a positive difference to the educational experience and employability of our students. We are one of the top five largest land-based and sports colleges in the UK. |

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| **JOB TITLE** | **AREA OF WORK** |
| Catering Operations Manager | Estates and Facilities |
| **SALARY** | **BENEFITS** |
| Band 4 – £28,837 - £33,922 per annum  Depending on skills and experience | Local Government Pension Scheme  31 days plus Bank Holidays to include up to 5 days to be taken between Christmas and New Year at direction of the Principal |
| **LINE MANAGER(S)** | **LINE MANAGER FOR** |
| Catering and Events Manager | * Front of House Coordinator * Kitchen Coordinator |
| **KEY TASKS AND RESPONSIBILITIES** | |
| To lead the Front of House and Kitchen Teams in achieving a varied and high-quality offer for Myerscough College, that appeals to students, staff and external clients.  Manage daily operations to ensure they are appropriately staffed and delivering to agreed standards.  Contribute to the development of the food and beverage offer.  Manage and monitor dietary requirements, the latest legislations, and current trends.  Be financially aware so that margins are achieved and decisions are made that benefit the customer as well as having a positive financial impact.  Operational management of health and safety compliance and best-practice across all areas.  Support all the college-led events to ensure professional delivery that showcases Myerscough in the best possible way.  Sustainability is a thread that runs through all areas of responsibility and must be considered in all decision-making. | |

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| **ROLE SPECIFIC KEY DUTIES** |
| Leadership and Management:   * To provide leadership, support and have direct line management of the staff listed above. * To recruit, train, manage, motivate and develop staff, ensuring they embrace a ‘positive’ philosophy and are able to deliver the highest standards of customer service. * Implement staff training and development through team meetings, in-house training sessions and external training courses. Complete performance reviews with all staff under your direct line management to ensure training and development issues are discussed and agreed, followed up and monitored. * Ensure all facilities are of a high standard of cleanliness at all times; making use of our cleaning contract and/or ensuring staff in all areas have equipment to action themselves. * Work with the teams in your area to ensure all facilities are covered at an appropriate staffing level, at times to suit the needs of the business. * Work with and support all areas of Estates and Facilities to enable us to realise the greatest efficiencies, share best practice, and develop at equal pace. * Regularly monitor and report maintenance issues so that all the facilities are safe and presentable at all times, working to the highest standard. * Support Ofsted inspection, SCCIF, Matrix and QAA accreditation and other inspection / audit / accreditation activity, as necessary. * Maintain and enhance the College profile, reputation and performance through collaborative partnerships locally and where appropriate to do so, also regionally, nationally and internationally. * Deliver initiatives that will see an increase in use/income and ensure customer retention/repeat business. * Produce a high standard of reports and self-assessment, ensuring all the required information is delivered in a timely, accurate and in the required format. * Make use of, and develop, online systems for the efficient use of staff time but also to ensure ease and customer satisfaction. * To be aware of industry standards, processes and updates, to ensure we as a College are working within these standards. * Consider sustainability in all aspects of daily operational management, as well as factoring it in to future plans. Where possible we should aim to achieve a carbon zero approach. * Deputise for the Catering and Events Manager in their absence. * Attend and support College wide recruitment and promotion type events.   Systems and Data:   * Ensure all our records are well kept, up to date, accurate, and in line with current GDPR. * Utilise College systems to ensure greatest efficiency. * Create reports, using relevant data from your areas as necessary.   Marketing   * To be financially and commercially aware of trends and situations in relation to competitors and within the wider food and beverage industry. * To be proactive in marketing the facilities and products on offer.   Finance and Procurement:   * Follow procurement regulations and internal guidance, along with our financial regulations. * Support the compilation of tender documentation and the process for new contracts, and play an active part in ongoing contract management. * Know the budgets for all your areas of responsibility and ensure they are within set limits/achieving targets. * To maximise income generation across all operations under your management. * Set selling costs for all aspects in your areas, ensuring there is a profit margin, taking all costs into consideration.   Safety/Statutory:   * Set high standards for yourself and your teams in terms of health and safety. Always use best practice and not minimum levels. * Ensure staff are trained in all relevant aspects of health and safety and legislation, keeping up to date with changes and updates, and ensuring these are communicated. * Analyse where risk assessments are required in your areas, complete and review them, gaining insight and advice from relevant staff as required. * Ensure food standards are monitored for changes, that all outlets are operating consistently to the highest standards, and always be inspection ready. * Make allergen and calorie information (or similar) available where necessary and ensure any changes in legislation are actioned immediately. * Ensure equipment is well maintained, clean, and fit for purpose.   Catering and Events Specific:   * Contribute to the annual operational planning process for the department. * Work across the department to ensure that events are well planned and professionally delivered. * Put the customer at the forefront of decision making when it comes to products, dishes, and outlet availability. * Create the right balance between variety and availability of dishes, and levels of wastage. * Monitor competitors and the latest trends to ensure we are ahead of future developments. * Design and lay out the outlets in ways that appeal to customers and are aesthetically pleasing. * Ensure there is duty management cover at all times for the department. * Be proactive in planning for changes and fluctuations in numbers across outlets and take timely and appropriate action. * Regularly work in and monitor all outlets to be certain that standards are being consistently met. |

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| **DUTIES** |
| You will be a role model and promote the College values:   * **Professional** – We will uphold the highest standards, demonstrating expertise, integrity, and a commitment to excellence in all that we do. We will invest in sustainable practices, ensuring long-term success for our students, staff, and wider community. * **Passionate** – We approach our work with enthusiasm, dedication, and a drive to make a positive impact. We empower individuals to reach their full potential, creating a learning and working environment that is ambitious, inclusive, and inspiring. * **Collaborative** – We work together, fostering strong partnerships, teamwork, and mutual respect to achieve shared success. Through industry engagement and curriculum co-creation, we strengthen our influence both locally and nationally, driving innovation and meaningful impact. * **FREDIE** – FREDIE is in our DNA. We will advance Fairness, Respect, Equality, Diversity, Inclusion, and Engagement in everything we do, ensuring a safe, happy, and healthy community where everyone can thrive. |
| Promote College sustainability policies and strategies by personal commitment and leading by example and complying with all quality and environmental standards and expectations. This includes active involvement in carbon reduction, embedding of carbon reduction practices (lights off, heating down etc.) and being vigilant in relation to the College’s approach to Reduce, Reuse and Recycle ethos.  Actively participate in the Annual Review and Development process in line with individual needs and College strategic plan priorities. Agree objectives with the Line Manager and ensure they are achieved.  Be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults at all times in line with the College’s own Safeguarding Policy and practices.  Be thoroughly aware of College Health and Safety policies and procedures, attend mandatory health and safety training appropriate to the role and ensure the full implementation of College policies, procedures across all areas of responsibility. Ensure that employees within line management are also compliant with the policies, procedures and training requirements including reporting and recording all accidents and near misses. |
| Ensure full adherence to and implementation of the Data Protection Act 1998, the General Data Protection Regulations 25 May 2018 and the College Data Protection Policy and Procedure and ensure that employees within their responsibility.  Any other duties that may reasonably be required by Line Management and the Chief Executive & Principal. |

**Location of work**

You may be required to work at or from any building, location or premises of Myerscough College, and any other establishment where Myerscough College conducts its business.

**Variation to this Job Description**

This is a description of the job as it is at present, and is current at the date of issue.  The job description will be renewed and updated as necessary to ensure that appropriate revisions are incorporated, and that it relates to the job to be performed.  This process is conducted jointly with your Line Manager.  You are expected to participate fully in the review and, following discussion, to update your job description as is considered necessary or desirable.  It is our aim to reach agreement on reasonable changes.  However, if such agreement is not forthcoming, Management reserves the right to insist on changes after consultation with you.

**EMPLOYEE SPECIFICATION**

(PI) Post Interview

(A) Assessed via Application form ( I ) Assessed via Interview

(P) Assessed via Presentation in interview (T) Assessed via Test

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| **ESSENTIAL CRITERIA:** | **DESIRABLE CRITERIA:** |
| ***Personal Attributes*** | |
| Presentable and professional appearance (I)  Ability to provide management direction and work as part of a team (A/I)  Ability to work to high quality standards (A/I)  Highly motivated with a commitment to succeed (A/I/P)  Excellent command of the English language (A/I/P)  Appropriate level of physical and mental fitness (PI) |  |
| ***Attainments*** | |
| Strong experience within the food and beverage industry (A/I)  Other relevant industry experience (A/I)  GCSE English and Maths at Grade C/4 or above (or an equivalent standard) (A/I)  Competent in ICT (A)  First aid qualification (or willingness to work towards) (A/I) | Experience of high volume catering (A/I)  Safeguarding and equality, diversity and inclusion training (A) |
| ***General Intelligence*** | |
| Ability to lead and manage (A/I)  Good knowledge of budgets and finances (A/I)  The capacity to communicate highly effectively both verbally and in the written word at all levels and via electronic methods/media (A/I/P)  Ability to manage and interpret data in a range of formats (A/I)  Experience of developing and implementing systems and procedures (A/I/P/T)  Thorough knowledge and understanding of the food and beverage industry (A/I) |  |
| ***Special Aptitudes*** | |
| Leadership / communication skills and the ability to motivate a team (A/I/P)  Clear evidence of the ability to build strong partnerships with stakeholders (A/I)  Ability to confidently and accurately analyse and interpret data and make recommendations for effective action (A)  Highly motivated with the ability to use initiative and work unsupervised (A/I) | Experience of working within an educational establishment (A)  Negotiation / facilitation skills (A/I) |
| ***Interests*** | |
| High levels of interest in the work and satisfaction of students and staff (A/I/P/T)  Full commitment to ensuring a high-quality student/staff/customer experience (A/I/P/T)  Interest in food and beverage with a willingness to try new things (A/I) | Empathy with education and land-based sector generally (A/I) |
| ***Disposition*** | |
| Hard working leader, capable of developing the performance of others (A/I)  Excellent interpersonal skills (I)  Friendly and approachable (I)  Person centred approach (I)  Able to motivate and inspire staff and students to high achievements (A/I)  Highly organised, flexible and proactive approach (A/I/P) The ability to multi-task and manage changing priorities (A/I/P) |  |
| ***General*** | |
| An understanding of “safeguarding” and its importance within the College \* (A/I)  An excellent understanding of health, safety and sustainability requirements of a working environment (A/I)  An understanding of and a willingness to promote and develop Fairness, Respect, Equality, Diversity, Inclusion and Engagement (FREDIE) issues within an educational context (A/I) |  |
| ***Circumstances*** | |
| Willing to apply for Disclosure & Barring Service clearance - Enhanced level (important further information below)(A/I)  Ability and willingness to work flexibly (I)  Possess a current driving licence / willing and able to travel as required (A/I) |  |

\*Interviews will explore issues relating to safeguarding and promoting the welfare of children, including motivation to work with and ability to form and maintain appropriate relationships and personal boundaries with children and young people together with emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline.

**TERMS AND CONDITIONS**

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| **JOB TITLE** | **AREA OF WORK** |
| Catering Operations Manager | Estates and Facilities |
| **SALARY** | HOURS OF WORK |
| Band 4 – £28,837 - £33,922 per annum  Depending on skills and experience | Normally 37 hours per week.  Hours worked will be to suit the needs of the business and will include evenings and weekends when required. |
| ANNUAL LEAVE ENTITLEMENT | PENSION |
| 31 days annual leave, to include up to 5 days to be taken between Christmas and New Year at the direction of the Principal,  plus Bank Holidays. | Local Government Pension Scheme  Employee Contribution Rate (as at 1 April 2025) (based on actual NOT FTE)  Contribution rate %  Up to £17,800                     5.5%  £17,801 to £28,000          5.8%  £28,001 to £45,600 6.5%  £45,601 to £57,700 6.8%  £57,701 to £81,000 8.5%  £81,001 to £114,800 9.9%  £114,801 to £135,300 10.5%  £135,301 to £203,000 11.4%  £203,001 or more 12.5%    You will automatically become a member of the LGPS |
| PROBATIONARY PERIOD | DRESS CODE |
| A probationary period of nine months applies to new entrants to the College | All post holders are expected to be of a professional and presentable appearance |
| REFERENCES / MEDICAL CLEARANCE / DISCLOSURE | |
| The appointment is subject to the receipt of satisfactory references, medical clearance and Disclosure & Barring Service check/ISA (if applicable).  Occupational Sick pay is not paid during the first four months of service and thereafter is subject to the College’s Sick Pay Scheme  Should your application be successful you will be sent further details via email from eSafeguarding. They are the Registered Umbrella Body we have chosen to complete the Disclosure and Barring Service (DBS) process on your behalf.  Please note that all new employees of the College will be required to pay for their DBS check via eSafeguarding at the time of application (at present £49.50 for an enhanced level check). | |

**DBS UPDATE SERVICE**

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| The Disclosure and Barring Service (DBS) update service lets applicants keep their DBS certificates up to date online and allows employers to check a certificate online. | |
| BENEFITS TO YOU | **HOW TO REGISTER** |
| * Saves you time and money * One DBS certificate may be all you will ever need * Take your DBS certificate from role to role within the same workforce * You are in control of your DBS certificate * Get ahead of the rest and apply for jobs DBS pre checked | You can [register online](https://secure.crbonline.gov.uk/crsc/subscriber) as soon as you have your application reference number. You can ask for the number when you apply for your DBS check.  Or you can wait and [register](https://secure.crbonline.gov.uk/crsc/subscriber) with your certificate number when you receive your DBS certificate. **If so, you must do so within 30 days of the certificate being issued.**  To check the progress of your DBS certificate use the [DBS tracking service.](https://secure.crbonline.gov.uk/enquiry/enquirySearch.do)  **Registration lasts for 1 year and costs £16 per year (payable by debit or credit card only).**  You’ll get an ID number with your registration that you need to log on to the service. Make sure you write it down. |
| WHAT YOU GET | |
| When you join, you’ll get an online account that lets you:   * Take your certificate from one job to the next * Give employers permission to check your certificate online, and see who has checked it * Add or remove a certificate | |