

# JOB DESCRIPTION

## CATERING MANAGER

- **Reports to:** Pete Brown, Area Manager
- **Based:** Thetford, Suffolk
- **Hours of work:** Average 40 hours per week
- **Holiday Entitlement:** 25 days plus 8 bank holidays

### Reward Package

- **Salary:** £20 – 25k per annum
- **Childcare Vouchers:** This is a tax free scheme to assist with childcare costs
- **Retail Discounts:** We have many discounts arranged with outdoor retailers
- **Cycle To Work Scheme** Where eligible

### Overview

You will join our busy operations team and be responsible for overseeing and providing administrative and operational support to Go Ape's cafe operations across the UK. Experience of working within a Catering environment is essential; however the key qualities include having a self-motivated approach to work and the ability to work in a fast paced and changing environment.

This is a challenging and busy role and the successful candidate will require good time management skills, the ability to prioritise work and you should possess excellent catering management skills. You will need to be able to adapt to a wide range of tasks and switch seamlessly between regular activities and urgent tasks based on constantly changing priorities. As each day may involve new responsibilities you will need an open mind and a willing and friendly disposition, able to take on anything the job may bring.

### The Role

Your key role will be to ensure all sites are operating safely and effectively in line with company procedures whilst maximising productivity efficiency profitability. You will implement changes at sites to ensure safety and operating standards are met and sites are being run effectively and in line with company procedures.

You will be based at the Thetford cafe. However, this role will involve significant amounts of travel. A key aspect of the role will be to cover cafe supervisor's holidays as well as undertake audits, training and other duties across the UK sites.

Communication at all levels will be vital to ensure timely passage of current information, financial reporting, effective decision making and efficient management. There will be weekly Monday morning skype meetings during which there will be input and involvement from support staff across the business. The Catering Manager will present bi weekly updates on progress.

## **Main Duties and Responsibilities**

### **Health & Safety**

- Operate in accordance with company H&S procedures.
- Monitoring and reviewing H&S at Cafes
- Liaising with Environmental Health Officers with a view to attaining a five star rating at all sites.
- Ensuring operating within legal and trading standards requirements.
- Ensuring the risk assessment process is being followed and appropriate RA's are in place
- Assisting in the development of operational and training documentation

### **Supporting Cafe supervisors**

- Building and maintaining good relationships with Cafe supervisors
- Developing Cafe supervisors at all levels
- Assisting in the review process
- Assisting in the selection process for Catering Staff as appropriate
- Assisting in the recruitment process including placing adverts
- Conducting operational training of new catering supervisors
- The catering manager may be required to work at sites when required if sites are; short staffed, managers leave or there is a shortage of qualified staff

### **Site Productivity**

- Actively managing Epos systems
- Active involvement with site staffing and rotas
- Cost management as directed by the area manager responsible for catering
- Seeking efficiencies in operational and cafe systems
- Meeting productivity and cost saving targets
- Responsible for Menu costing pricing, Stock levels and stock taking across all locations.
- Responsible for sourcing suppliers for all locations and negotiating contract terms
- Responsible for reconciling delivery notes and invoices across all sites and liaising with the finance department
- Responsible for portion control and wastage across all sites
- Setting prices in order to maintain the correct Gross Margin

## **Additional Responsibilities**

There will be numerous duties which will vary from time to time depending upon the Company's requirements. These will not be limited to operational requirements but will include marketing, corporate and business development requirements.

- Site Audits
- Equipment and cafe checks and returns
- Cafe inspections for replacement and renewals

- Ensuring cafe maintenance is completed and up to date
- Assist with delivering training
- Organising Catering supervisor meetings
- Checking cafe takings and cash reconciliation
- Ensuring cafe banking is completed in line with company procedures
- Updating policy and procedures in conjunction with the Area manager responsible for catering
- Working closely with the marketing team to implement local marketing initiatives
- Working in conjunction with the corporate team to improve mid week productivity
- Responsible for the weekly task list
- Attending and organising meetings as necessary
- Individual tasks and projects, as set by the operations team

# PERSON SPECIFICATION

## ***Skills and Experience***

To succeed in this position you should fulfill the following criteria:

- Proven track record in running catering establishments
- Good time management and ability to meet deadlines
- Excellent interpersonal and communication skills
- Personnel management skills
- Able to work under own direction
- Good administrative skills with an eye for detail
- Excellent IT skills: Epos, Word processing, Excel, Powerpoint.
- Full driving license and own Transport

The following skills are desirable:

- Risk assessment skills
- Record of overseeing multiple locations
- Financial understanding
- Train the trainer skills
- Educated to degree level in a catering discipline

## ***Our Values***

- To do our bit to keep *adventure* in adventure (zero risk = zero development)
- To challenge, surprise and excite
- To encourage “I can’t” to become “I can”
- To be socially and environmentally responsible
- To create worthwhile, rewarding employment
- To do the right thing

## ***Our Mission***

- To be the best Forest Adventure company on the planet

## ***Our Vision***

- “Creating adventures; encouraging everyone to live life adventurously”

## ***Our Plan***

- To grow to 70 Adventure businesses worldwide by 2015
- Go Ape offers physically and mentally challenging fun, laughter and adventure. If you feel as strongly as we do about encouraging everyone to live life more adventurously then this could be the perfect environment for you to work in