



Edge Hill
University

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GUIDE
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MODERN
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OF THE YEAR



Hospitality Manager

Reference: EHA2453-0523
Salary: £33,348 - £36,333 per annum
Grade 7, Points 27–30
Contract Type: Permanent
Hours: Full Time (36.25 hours per week)
Location: Ormskirk/
Accountable to: Director of Facilities Management
Reporting to: Catering & Events Manager





About Facilities Management

Facilities Management (FM) at Edge Hill is the largest support department at the University employing over 320 members of staff across 10 defined service areas. We provide hard and soft FM services to almost 12,000 full time equivalent (FTE) students and 2,000 FTE members of staff in addition to a significant number of visitors, partners and members of the public using the 160-acre campus. Our award-winning campus boasts over 120,000m² of built environment, including 2500 residential bedrooms. The departmental revenue budget is circa £17m per annum, with additional annual capital expenditure typically exceeding £2m. Our multi-award-winning FM team is recognised within and beyond the higher education sector, and at senior executive and board level, for our customer-centric culture, and our direct positive contribution to the core business – the attraction, recruitment and retention of students.

The FM Values – guiding our decisions and our behaviour.

“All that we do is underpinned by our values. Our values are embedded in our structure, our decision making, our behaviours and our performance”.

- Put the customer first
- Be passionate about service
- Act as one team
- Demonstrate responsibility and ownership
- Be confident, receptive and willing to learn

About the Commercial Services team

FM Conferencing and Catering provides a highly professional, integrated support service delivering ‘front-of-house’ services to our staff, students and visitors to the University. We provide Catering, Reception and Switchboard services and manage all corporate conferences and events to ensure Facilities Management effectively responds to our customers’ requests in an efficient and timely manner.

About The Role

Reporting to the Catering Manager, you will be responsible for procuring and monitoring the performance of all food, beverage, disposables, light and heavy catering equipment through the efficient maintenance of control procedures for the catering department, which will have an emphasis on these being seasonal, VFM and quality ingredients. You will have day-to-day contact with your internal customers, examples chefs, supervisors and catering assistants.



FM Catering and Events is a professional, customer focused, income-generating operation, which aims to provide excellence in catering provision for the University. This is achieved through the effective and efficient provision of high quality, value for money catering to University staff, students and associated commercial hospitality business activities.

Catering is provided for:

- Residential Students
- Day Students
- In-Service courses
- Academic, Administrative and Ancillary staff
- Conferences
- Functions

Catering is not subsidised, and firm measures of control are vital if the department is to achieve its targets.

About You

You will have demonstrable experience of working in a fast-moving commercial operation in a supervisory or management role, either operationally or from a procurement background. You will have a positive can-do attitude towards your work and our customers. You will have a strong food and beverage product knowledge, drive for continuous improvement and be knowledgeable of current food and drink trends to enhance our catering offer.

You will play a pivotal role in ensuring that we are able to deliver a consistently excellent customer experience – setting and maintaining high quality standards across all areas of the catering operations and ensuring this is filtered through to the operational teams through a robust training programme.

You will have a sound knowledge and understanding of finance system principles, EPOS systems and back-office reporting functions, in particular cash handling and income generation environments and be able to support the development and implement these in your role with the support of your line manager.

This is a varied and challenging role will also entail working with the Catering and Events Operations Manager to develop the working standards to give the best experience for our students.



Duties and Responsibilities

- Assist in the Catering and Events business plan to ensure adequate controls are in place to ensure budget achievement and maximize profit potential.
- Market Catering and Events to drive sales this includes researching and introducing new products and trends into service delivery.
- Work closely with colleagues within other departments within the University to ensure support services are maintained and appropriate levels of service are delivered for the circumstances at the time and appropriate to the Universities needs as a whole.
- Ensure the universities financial policies and procedures are adhered to for catering along with the financial regulations and the public procurement act 2015.
- Ensure the price list of all commodities is up to date and categorized by product and group, helping to monitor trends of market fluctuations.
- To manage and oversee the online ordering system, Saffron, with up-to-date information from suppliers, allergen information, recipe costings and accurate GP data.
- Support and in certain circumstances lead on the tender process in securing the most suitable suppliers for Catering and Events. Contribute to third party service performance and contract milestone reviews and ensuring that supplier issues are addressed formally, and where appropriate, contractually managed with the Supplier Relationship Manager (SRM).
- Lead in completing required reviews of current suppliers to ensure we are able to supply products to commercial areas with the catering products they require and act as contract manager for all commodity groups.
- Manage and control purchasing of stock and equipment through agreed order systems working within departmental and financial frameworks for Catering and Events. Minimizing additional and bulk storage while maximizing the buying power of the university, attracting discounts for ordering by focusing on management information working closely with the catering team.





- Timely reconciliation of internal recharges and invoices relating to Catering, Liaising with departments to ensure their orders are recorded and efficiently recharged monthly.
- Assist in the management of Catering in ensuring services are delivered to the required standard to ensure customer satisfaction and implement appropriate changes on any matters affecting customer satisfaction.
- Ensure Catering and Events are reactive to the needs of customers.
- Lead with Suppliers, Kitchen Manager and Operations Manager to produce innovative ideas to promote and generate sales feeding back these changes to the Catering and Events Manager.
- Support and ensure the Food Safety Management System is maintained to a high standard at all times in Catering and Events delivery.
- Oversee the design and implement planograms across outlets to increase consistency across merchandising.
- Monitor food and beverage performance through analysis of daily food covers, sales, and cost reports across all outlets.
- Liaises with the relevant teams such as chefs and F&B Controller to ensure accurate costing for food and beverage are being applied.
- Prepare the daily and monthly cost report in relation to income, cost of sales and variance analysis to include recommendations) or food & beverage performance liaising with all relevant departments in relation to the same.
- Support the relevant persons to update selling prices on the 'front end' EPOS, as well as maintaining an accurate 'back end' stock management system (Saffron).
- Conduct spot checks to ensure that the goods received are as per specifications and the deliveries of goods by suppliers are consistent with the receiving schedule and the storerooms are not overstock especially during month end.





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- Ensure compliance in relation to invoices, goods receipt, purchase orders and purchase request.
- Audit monthly stock and prepare reconciliation on all stockrooms and that these are completed on the universities preferred system.
- Ensure the integrity, accuracy and security of all catering and associated financial management information systems and records in line with Cash Handling & IUMIS Procedures, Financial Regulation's, Saffron Spice Procurement Procedures
- To liaise with the business development team to new development is in line with current offer and continues to offer VFM across campus.
- Manage hospitality department team through the Senior Catering Supervisor ensuring efficient running of all hospitality event including management of Main reception ensuring all hospitality orders are met and recorded for efficiency recharging monthly and the day-to-day reception operation.
- Record all VFM for the department.
- Work with conference and events team to ensure VFM on all university open days and offer holder days.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers





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Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.





Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (A/S/I/T/P)
Qualifications				
1.	Degree or equivalent relevant professional experience or qualifications	*		A
2.	CIEH – Food Hygiene level 3	*		A
Experience and Knowledge				
3.	Proven industry experience at supervisory/ entry level management with experience of catering for banqueting, functions and events and knowledge of the Health & Safety Act.	*		S/I
4.	Experience of effective and supportive management of individual staff and a commitment to lead by example in appropriate behaviours and attributes	*		S/I
5.	Experience of budget monitoring and financial management including profit and loss accounts	*		S/I/T
Abilities and Skills				
6.	Possession of a Personal Alcohol Licence or with the ability to hold this within 6 months from start of employment	*		S/I
7.	A full knowledge of all weights and measures relating to food goods and in-depth knowledge of all commodities used to support the catering elements of the business.	*		S/I
8.	Detailed user experience of using Catering management software such as Micros, Saffron etc. and good IT skills including use of a wide range of software packages including Word, Excel, Outlook, PowerPoint	*		I





9.	Excellent organisational skills, ability to plan ahead, demonstrate analytical approach to problem solving, ability to work on own initiative	*		S/I
12.	Good written and verbal communication skills and ability to communicate effectively with teams.	*		I/P
13.	Passionate about customer service and delivering excellence	*		I
14.	Ability to monitor performance levels of self and team at all times	*		I





How to Apply

When you are ready to start the formal application process, please visit our [Current Vacancies page](#) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information, and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11:59pm on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

Application > Shortlisting > Interview > Outcome

For informal enquiries about this vacancy, please contact: David Grime, Catering & Events Manager at grimed@edgehill.ac.uk

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.

