

Campus
Services



UNIVERSITY OF
BATH

Job Description

Job title:	Assistant Hospitality Manager
Department/School:	Campus Services
Grade:	5
Location:	University of Bath

Job purpose

The post-holder will take responsibility for and manage the front of house operations including the development of their staff to ensure compliance of the service level agreement for their area of responsibility.

They will ensure that procedures regarding financial control, Health and Safety, Licensing Law (if applicable), HACCP and staffing are carried out within university guidelines.

They will maintain customer care and service standards and have an awareness of product knowledge and merchandising.

The post holder will ensure that their team adhere to the specific roles and responsibilities relevant to them that are included in the Food Safety Management System (FSMS).

Hours: 36.5 hours as contract - 5 days over 7 and hours to suit business needs.

Source and nature of management provided.

Reports to the Restaurant and Bars Manager.

Staff management responsibility

Direct staff management of Hospitality Supervisors and responsible for the overall management of Hospitality Food and Beverage Assistants / Casual Hospitality Food and Beverage Support / Casual Hospitality Supervisors in area of responsibility

Special conditions

The role requires flexibility, availability, and willingness to work evenings and weekends as required by business needs.

Main duties and responsibilities

Food Safety

1. Ensure FSMS is operationally maintained within their outlet
2. Complete allocated food safety tasks within agreed time scales
3. To report and, where possible, take all necessary action, statutory and otherwise, in the event of food safety incident or other irregularities and complete the necessary return and/or report

4. Responsible for ensuring the required Due Diligence records are accurate and authentic for each week

Customer focus

5. To be responsible for the operational running of their area of responsibility in line with the service level agreements
6. Investigate formal customer complaints and feedback, reporting to their manager
7. To implement actions from action plans to ensure that the highest levels of customer service are maintained in line with departmental KPIs

Finance

8. Responsible for completing accurate stocktakes, transfers, wastage records, purchases, goods receiving, reporting any supplier issues and/or anomalies
9. Ensure correct equipment and training is provided to the team to ensure accurate portion control is maintained
10. Produce cost effective rotas based on predicted sales for sign off by managers

Staff management

11. Responsible for cascading relevant information and allocating/completing any actions identified from the team meetings chaired by their line manager
12. Responsible for completing SDPRs, establishing clear objectives and identifying training needs for direct reports
13. Recruit high quality hourly paid staff, completing the whole onboarding process including the Right to Work checks
14. Responsible for identifying on the job training needs ensuring that all members of their team are performing to the required standard.
15. Responsible for managing staff in accordance with university policies and procedures, including performance, disciplinary and attendance concerns/matters. Completing initial fact-finding exercises and formal investigations, escalating where required

Marketing

16. Responsible for pro-actively checking all printed marketing and communications (menu boards, opening times, posters etc) relating to their outlet, escalating any anomalies to their line manager

Health & Safety / Environment

17. Take all necessary action, statutory and otherwise in the event of any accidents, incidents fire, theft, lost property, damage or other irregularities, including near misses
18. Complete initial fact find for any reported incidents and feed back to line manager
19. Responsible for complying with all current Health and Safety legislation. Includes ensuring risk assessments are cascaded to the team, any PPE requirements are escalated to their line manager and the fire safety measures put in place by the University are adhered to
20. Responsible for performing quarterly audits and implementing actions raised
21. Responsible for extracting, printing and maintaining relevant information (user guide, programming, cleaning process) for all equipment in use in the outlet
22. Responsible for maintaining the COSHH safety data sheet folder including COSHH risk assessment and relevant COSHH posters, escalate any missing information to their line manager
23. Ensure that as part of your duties you minimise energy consumption e.g., water and electricity and maximise the recycling opportunities for waste by encouraging staff awareness of the impact of their actions on the environment

Facilities

24. Responsible for re-allocating equipment as necessary for the successful running of the operation in their outlet in line with the service level agreements
25. Ensure all maintenance issues and equipment faults have been reported online

Communication

26. Maintain a positive working environment by ensuring that a daily brief sheet is provided that advises all staff of the business of that day

Equality and Diversity

27. Responsible for the team's awareness of the food choices available for the various medical, religious or lifestyle needs of our customers

From time to time you may be asked to assist in the facilitation of CPD activities. This will form part of your substantive role and you will not receive additional payment for these activities. You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.

Person Specification

Criteria	Essential	Desirable
Qualifications		
Maths GCSE (grade C or above) or equivalent	✓	
Educated to NVQ Level 3 or equivalent	✓	
Management qualification		✓
Level 3 Award in Supervising HACCP		✓
Level 3 Award in Supervising Food Safety (or equivalent) – <i>to hold or obtain within 6-month probation period</i>	✓	
IOSH Managing Safely Qualification– <i>to hold or obtain within 6-month probation period</i>	✓	
BBI Licence		✓
Level 3 Award in Food Allergen Management in Catering – <i>to hold or obtain within 6-month probation period</i>	✓	
Experience / Knowledge		
Significant front of house management experience	✓	
Financial, budgetary and variance reporting		✓
Staff training	✓	
IT Literacy – MS Office	✓	
Managing functions and events	✓	
Stock and cash control	✓	
EPOS systems	✓	
Health & Safety regulations	✓	
Licensing Laws	✓	
Working within high volume catering environment	✓	
Excellent written and oral communication	✓	
Skills	✓	
Attributes		
Excellent organisational skills - ability to plan own workload, manage multiple tasks & priorities, work in a high-volume environment.	✓	
Must possess excellent customer facing skills and focus on service delivery	✓	
Able to form effective working relationships with other team members, with ability to lead and motivate.	✓	
Able to empower others by delegating responsibility whilst maintaining accountability.	✓	
Must possess ability to gain co-operation when faced with resistance.	✓	
Ability to work independently within parameters specified by the line manager	✓	
Able to cope under pressure and adapt to changing priorities	✓	
Ability to balance working to specific procedures whilst using initiative to enhance sales and facilities	✓	

Effective Behaviours Framework- Delivering the Experience

Campus Services has identified a set of effective behaviours or 'acts' which we value and have found to be consistent with high performance. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these 'acts' previously.

Striving for Excellence:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Producing a high standard of work and consistently meeting objectives.

Providing Outstanding Service:

Willing and able to provide a professional, friendly and quality service to students, staff, commercial customers, visitors and suppliers. Displaying a positive 'can-do' attitude and tailoring the service to suit differing customer needs.

Problem Solving:

Able to remain calm under pressure and use initiative to overcome issues. Being proactive to ensure problems are not repeated and able to make suggestions on how we can improve.

Being Adaptable & Flexible:

Being open to new ideas and ways of working. Able to respond to shifting priorities and support colleagues when required.

Doing the Right Thing:

Being aware of how your behaviour impacts others. Showing respect and tolerance, being open and honest. Supporting environmental and fair-trade campaigns within Campus Services.

Caring:

Having a genuine desire to support others well-being. Being kind and compassionate to colleagues and customers.

Teamwork

Building effective working relationships. Working co-operatively with a wide range of inter-personal skills.

Developing self and others:

Showing commitment to own development. Seeking and accepting feedback.