



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Hospitality Outlet Manager	Role Profile Number: CEH43
Grade: Q Salary:	Date Prepared: June 2022
Directorate/Group: Operations	Reporting to: Operational Lead- Executive Chef
Structure Chart attached: Yes	No

Job Purpose

The Hospitality Outlet Manager post is essential to the operation of the Councils catering facility. The post holder will be the driving force behind the success of all of the food outlets and outside catering facilities. Working with the Executive Chef, the post holder will ensure good quality food is offered within the outlets, and ensure that the hotel maximises on the opportunities for mobile catering within events. Will set, implement and maintain the standard for cleanliness, food standards and service.

Key Accountabilities

- Engage, train, lead and inspire the hospitality outlet staff to have first class brand standards across all the outlets and catering facilities
- Ensure clear lines of communication with the team and Operational Leads at all times to ensure that the guest experience is the same across all the outlets in terms of journey, brand standards and customer service.
- Establish and maintain a supply infrastructure to allow operational managers to provide a creative, diverse menu to appeal to a wide range of customers, including a range of offers and healthy options, and oversee the consistent delivery of quality food and beverage in all catering outlets
- Manage catering financial budgets effectively to provide best value, and manage cost-effective purchasing and supply of food and non-food items to ensure hospitality and catering services perform as profitable cost centres. Review and negotiate cost prices and set selling price to deliver agreed margins.
- Be responsible for the stock ordering and deliveries for the outlets and ensure that all outside catering is planned with the Chefs and delivered as booked.
- Ensure all staff are fully conversant with Health & Safety policies and procedures and attend relevant training, carrying out inspections at regular intervals.
- Ensure that all Statutory Training Records are in place, maintained and reviewed on a regular basis, ensuring that all concerns are addressed and re-training is completed if necessary.
- Ensure that each outlet is fully compliant with food standards and hygiene levels are maintained at the highest score, rectifying any issue identified within the specified timescale.

- Motivate and lead the outlet staff to deliver an excellent customer experience.
- Agree menus and stock for each outlet with the Executive Chef.
- Ensure that each outlet is operating efficiently by arranging rotas for all team members
- Take initial responsibility for managing and resolving any team member queries
- Evaluate performance of all team members under your direction, including conducting regular team member appraisals
- Positively represent the department and company in daily operations meetings and any other meetings as required

Supplementary Accountabilities

- Procurement of catering services within the outlets and any outside catering activities as required.
- Be able to work unsociable hours across a 7 day week
- Flexible to work at different locations across the Structure
- Supervise team in the hotel and outlets when needed
- Support the events team where required to deliver a seamless customer experience

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Experience of commercial management and identification of commercial opportunities, and management of profit and loss accounts
- Extensive experience in hospitality, conference and event catering
- Sound knowledge of industry standards for food hygiene and health and safety
- Experience of managing staff at all levels in both development and operational roles
- Experience of upward and matrix management
- Excellent communication skills, both written and oral, and strong facilitation skills
- Experience of working in the catering industry at operational and management levels

Qualifications

- A relevant degree with a high level of catering management experience in public, private or voluntary sector, or extensive relevant experience in a senior catering role
- Full Food Hygiene Certificate and Safer Food Better Business

Decision Making

Creativity and Innovation

- The delivery of brand standards and standard operating practices for a faultless guest journey
- Development of products and services- must be adaptable and flexible to the changing marketplace

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Catering activities across multiple locations within SBC • Stock ordering and control • Finance and reconciliation of takings and forecasting across the outlets <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • All tasks associated with catering within the outlets • Training for staff within the outlets 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>Yes</p> <p>Budget reconciliation and income target of c£200k</p> <p>Outside catering units Stock Personal IT equipment</p>
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Contacts and Relationships

- Third Party Suppliers
- Guests/General Public

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	