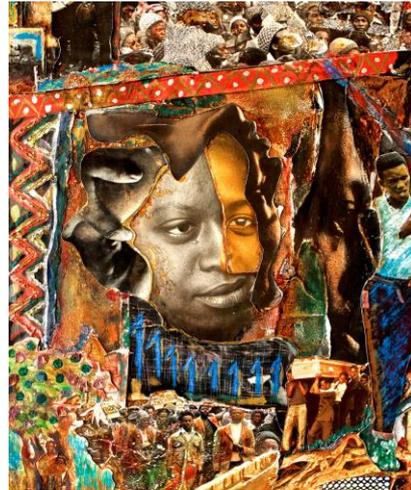




**mac**

Midlands Arts Centre



## Assistant Catering Manager

|  |                                  |
|--|----------------------------------|
| <b>Reporting to:</b> Catering and Events Manager                                   |                                  |
| <b>Location:</b> Midlands Arts Centre (MAC), Cannon Hill Park, Birmingham, B12 9QH |                                  |
| <b>Post Ref:</b> ACM   | <b>Salary:</b> 20,244 per annum* |
| <b>Hours of work:</b> 37.5 per week  |                                  |

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\*MAC's salaries are linked to points on the NJC spinal structure. Annual cost of living enhancements, as applicable, are paid from April each year.

# **Assistant Catering Manager - Job Description**

## **Principal Purpose of Post**

To contribute to every aspect of the day-to-day running of the MAC Café, Bar & Events in helping to deliver to its priorities

To support the team on shift and behind the scenes, enabling them to create a fantastic experience for our customers.

## **Responsible For**

Management of Supervisors and Catering Customer Service Assistants.

## **Key Responsibilities**

### **People**

- Create a great working environment that supports MAC's values and enables Customer Service Assistants to enjoy their work and fulfil their full potential
- Assist with the recruitment and training of Supervisors and Customer Service Assistants
- Support the growth and development of staff for work and life by creating a good working environment
- Recognise and celebrate the success of the team
- Ensure that everyone is well-informed and all operational procedures are in place and adhered to
- Ensure communications with staff are two-way and appropriate.

### **Operational**

- Support the team to deliver amazing food, freshly cooked to order and served hot in 15 minutes
- Empower the Customer Service Assistants to provide a warm welcome to our customers and users, by serving amazing food and ensuring excellent customer service is offered
- Deliver great customer experience through effective shift management.

### **Environment**

- Be responsible for the health, safety and hygiene of the MAC Café and Arena Bar services and storage areas
- Ensure personal hygiene and appearance standards for staff are implemented, monitored and maintained
- Ensure the correct procedures are implemented in order to be safe, legal and in line with MAC's Health and Safety Policy

### **Performance**

- Grow sales by running shifts in a way that delivers operational efficiency and achieves targets
- Support the delivery of operating profit through effective management of costs including GP, waste and labour.
- Support the communication and implementation of MAC's Business Plan and programme.

### **General**

- Play a key role in ensuring Data Protection compliance is met.
- Carry out any other duties which may be reasonably required from this post.

**Equal Opportunities & Diversity**

All staff are expected to further, promote, and ensure the implementation of, the equal opportunities policies of **MAC**.

**Note**

This job description outlines the principal responsibilities and duties of the post holder. It is not meant to be, nor is it, an exhaustive list of specific responsibilities and duties. The post holder will be expected to undertake any other duties which could reasonably be expected as being within the remit of the post and which arise out of changes in legislation, regulations, orders, rules and working practices, methods and procedures and reviews, as directed from time to time.

This is a full-time hours post. Weekend and evening work will be required.

# Person Specification

A person specification describes the areas of knowledge, skills and experience a person should possess in order to take up the post.

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## Essential

- At least two years' experience in a supervisory role in catering, hotel or bar establishment.
- Experience/understanding of delivering to targets through effective management of cost control
- Demonstrable experience of managing Electronic Point of Sales systems, cash handling and till reconciliation
- Understanding of kitchen operations and food production and standards.
- Knowledge of current trends in the catering sector
- Excellent supervisory, staff training, team working and communication skills with a positive attitude
- Demonstrable ability to motivate and inspire a team
- The ability to stay calm and work under pressure
- An awareness of principles of access and equality
- Commitment to equality of opportunity, staff development and excellent customer service
- Enthusiasm, understanding and experience of customer service and sales techniques
- Computer literate, with knowledge of Word, Excel and Web/Email programmes

## Desirable

- Catering management qualification
- Knowledge of EPOS back of house reporting functions
- Knowledge of function and/or booking software
- Advanced food hygiene certificate
- An interest in a variety of art forms

## **How to Apply**

To apply for this post please complete the attached application and monitoring forms.

**Applications** may be sent electronically to: [personnel@macbirmingham.co.uk](mailto:personnel@macbirmingham.co.uk)

They may also be sent by post to:

HR Manager, Midlands Arts Centre (MAC), Cannon Hill Park, Birmingham, B12 9QH

## **Deadline**

All applications must be received no later than **12 noon on Monday 29 April 2019**

Late applications will not be considered.

## **Short-listing**

Shortlisted candidates will be informed at the latest by **Thursday 2 May 2019**

## **Interviews**

Shortlisted candidates will be invited to interview on **Tuesday 7 May 2019**

# **Application Guidance Notes**

## **Application Forms**

Stand-alone CVs will not be accepted; all applications must be completed using an application form. We cannot guarantee to consider additional documents. We recommend you put as much information as possible in your supporting statement (the space for you to outline skills, experience or qualifications that especially suit the job).

## **Educational and employment history**

Please list your educational and employment history fully, starting with the most recent events. You may also include in your employment history any voluntary work you have undertaken. Please also explain any periods in which you were not in employment or education.

## **Additional pages**

Your supporting statement should not exceed three pages. Examine the recruitment pack and hopefully this will help you decide whether or not to apply. In order to make your application as effective as possible, look at the Person Specification and give evidence to demonstrate which of the skills, qualifications, knowledge and experience you have, including relevant skills gained outside the work place.

## **References**

Please be sure to give full contact information for both of your referees i.e. full name, postal address, telephone number and e-mail address if possible. Please also indicate in what capacity you are known to them. We will only contact the referees of those individuals who are offered the post.

## **Equality and Diversity**

MAC is firmly committed to principles of diversity and equality and this is firmly established in our recruitment process. Personal information and the equal opportunities monitoring section of the application form are removed before consideration by the panel. No job applicant or employee receives less favourable treatment than another on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation (the protected characteristics under the Single Equality Act 2010).

## **Returning your application**

Please ensure your application reaches us by the closing deadline (noting particularly that our deadlines are often time-specific). We cannot guarantee to consider any application that reaches us after the deadline. Please note that due to the large volume of applications that we receive we will only confirm receipt of applications if confirmation is requested.

## **Declaration**

Please read the declaration carefully before submitting your application form. Submission of your application form by e-mail will be taken as you confirming you have signed the form. Please do not send an additional hard copy.

## **Contacting applicants**

Following the application deadline, we will only contact shortlisted applicants. We do not contact applicants who have been unsuccessful at the short-listing stage due to the high volume of applications we receive, and we are unable to respond to requests for feedback at this stage for the same reason. If you do not hear from us it means unfortunately that you have been unsuccessful in your application.