Further Particulars for the posts of
Catering Retail Operations Manager

February 2024
About the College

St. John’s College is one of the largest of the University of Cambridge’s 31 colleges. Colleges are where students live, eat and socialise, and receive small group teaching sessions. St John’s has about 900 students, 160 Fellows (that is, resident academics who teach and research), and about 250 staff.

The buildings and grounds of St John’s are a magnificent environment in which to work, but it is the people of St John’s who give the place its unique identity. Diversity, independence and intellectual excellence make it a dynamic place in which people can thrive. Read more about St John’s on the College’s website: www.joh.cam.ac.uk.

Background

We are looking to recruit an enthusiastic Catering Retail Operations Manager to join the Catering & Hospitality team, in this community-based initiative.

The ideal candidate will be a passionate and experienced professional with a commitment to delivering excellent customer service across the College’s food and beverage outlets. As a member of the Catering Management Team you will have experience in multi-disciplinary service environments and be confident to share that experience across all the department teams.

You will have excellent communications skills, an outstanding eye for detail and a demonstrable history of nurturing teams and developing customer engagement and community.

Most importantly you will look forward to leading a proud, professional and enthusiastic team who enjoy what they do for a living.
The Catering Department

The primary aim of the Catering and Hospitality department is to provide for all our customers the highest standard of food and customer service that in turn exceeds their expectations.

The Catering department is comprised of the following:

The **Buttery Dining Room Team** is responsible for feeding students, staff members, Fellows and members of the public that visit the buttery at lunch or dinner.

The **Bar Team** serves excellent drinks and snacks in the bar, while ensuring full licensing law compliance and duty of care.

The **Café Team** are responsible for the café during its opening hours, preparing and serving delicious barista coffees, and amazing food and other drinks.

The **Kitchen Team** is at the centre of all the departments, preparing the delicious food served in all areas of the College.

Catering Hub Organisational Chart
Job Purpose

Lead the managerial team of the Buttery, Bar and Café on the main College site and assisting the Catering and Hospitality Manager with the development and delivery in the departmental vision and strategy, particularly in the recently opened Buttery, Bar and Café.

A pro-active member of the Catering Senior Management Team

Principal Responsibilities

Operations

- Oversee day-to-day catering retail operations, ensuring high standards of food and drink quality is upheld.
- Ensure the team provides the highest possible standards of service at all times.
- Provide operational support to the team where appropriate.
- Organise and facilitate training as appropriate for the team (including but not limited to: coffee training on or off-site, iHasco training, on-the-job training, or cross-training).
- Oversee the development and enforcement of Standard Operating Procedures and policies alongside the Buttery Manager, Bar Manager and Head Barista.
- Manage and schedule the content for the information screens in the outlets.

Customer Service

- Ensure the team provides high standards of customer service at all times.
- Lead by example and provide consistent, warm, welcoming and high-quality customer service to all customers.
- Work in a collaborative way with other college departments as required.
- Manage operational standards and develop Standard Operating Procedures as required, whilst identifying solutions to problems and ensuring a high-quality service.
- Collaborate with the wider Catering team and Head Chef to ensure the best and most efficient working relationship possible.

Budgeting/ Financial

- Produce an annual budget for each department (Buttery, Bar and Café) and be accountable for the actual financial performance against this budget.
- Ensure the appropriate strategic actions are put in place to remedy any potential shortcomings.
- Be commercially aware: develop and implement financial controls and monitor their effectiveness.
- Work alongside department managers to achieve budgets. Monitor takings of outlets and establish strategies to increase revenue.
- Create reports and dashboards as required.
Menu planning

- Maintain a fully costed menu. Ensure profit margins are healthy while remaining highly competitive for customers.
- Review offer termly, annually and more frequently if required
- Keep up with industry trends, be proactive in the development of menus and offers in the outlets.
- Facilitate an annual calendar of activities in conjunction with the Hall team, that engages all users of the outlets.

Health & Safety

- Work alongside Catering Safety Administration Manager to ensure risks assessments are up to date and food safety is maintained at all times.
- Ensure that all staff are fully aware and trained on Health & Safety, Food Safety and COSHH regulations. The postholder will be a member of the HACCP committee. Comply and stay up-to-date with food regulations changes. Ensure the food safety standards are fully implemented within departments.
- Ensure all aspects of the Allergen Policy are always upheld. Make recommendations for improving those procedures.

Team management

- Responsible for the management of the retail side of front of house (Bar, Buttery and Café) and for the training and development of its staff, from experienced managers to junior team members.
- Provide support to Bar Manager, Buttery Manager and Head Barista with recruitment.
- Ensure any staff-related issues are managed in a timely, effective and fair manner. Liaise with the Human Resources department as required.

Brand management

- Ensure brand compliance in the three departments.
- Ensure graphic design brands standards are maintained.
- Develop promotion materials as required.
- Liaise with the Communications Team as required.

Space management

- Take ownership of Buttery, Bar and Café spaces.
- Liaise with Housekeeping to ensure the highest standards of cleanliness are maintained at all times.
- Report any maintenance issue and communicate any snagging issues with external contractors in a timely-manner.
## Person Specification

Set out below are the qualifications, experience, skills and knowledge that are the minimum essential requirements for the role or are desirable additional attributes.

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<th>Qualifications, Knowledge and Experience</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td></td>
<td>• A general level of education</td>
<td>• Degree in Management or Hospitality Management</td>
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<td></td>
<td>• Food Safety Level 3</td>
<td>• Personal license holder</td>
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<td></td>
<td>• Health &amp; Safety certificate</td>
<td>• Experience working with graphic design software or online platforms</td>
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<td></td>
<td>• Demonstrable managerial experience in catering / Food &amp; Beverage</td>
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<td></td>
<td>and or multi-site retail outlets</td>
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<td></td>
<td>• Experience working with Point of Sale (POS) systems and Catering</td>
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<td>software</td>
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<td>• Experienced in commercial planning and budget management</td>
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<td></td>
<td>• Strong interest in food and current food trends</td>
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<th>Skills, Abilities and Competencies</th>
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<td></td>
<td>• Ability to lead and manage a team</td>
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<td>• Strong organisational skills</td>
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<td>• Ability to communicate effectively to colleagues and customers</td>
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<td>• Excellent customer service skills</td>
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<td></td>
<td>• Attention to details</td>
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<td></td>
<td>• Good communication, presentation and interpersonal abilities</td>
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<td>• A team player, able to work with other Departments across the College</td>
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<td>• Resilient, calm and adaptable to change</td>
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<td>• Fast-learner</td>
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<td>• Proficient user of Microsoft Office</td>
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Terms & Conditions

Post: **Catering Retail Operations Manager**
Length of post: Permanent
Hours of work: 39.25 hours per week (based on a 5 day over 7 rota pattern to include evening and weekends as to meet business requirements).
Salary: The salary for the post will be between £44,642.27—£50,245.57 p.a. (depending on experience)
Location: The roles are based at St John’s College in Cambridge.

Contractual benefits include:
- Membership of a Defined Contribution Pension Scheme after a qualifying period
- Additional Christmas salary payment
- Annual leave of 36 working days (inclusive of Bank Holidays)

Other benefits include:
- Free lunch in the College’s Buttery Dining Room (subject to a monetary limit)
- Access to a ‘cash plan’ healthcare scheme currently provided by Simplyhealth which provides some financial assistance towards the cost of everyday health expenses such as sight tests or dental check-ups after a qualifying period
- Access to BUPA after a qualifying period
- Free car parking close to the College (subject to availability)
- Free use of an on-site Gym
- Free life cover

Read more about the benefits of working at **St John’s**.

The appointment will be subject to an initial probationary period of nine months during which the position may be terminated by one month’s notice on either side. Following the successful completion of the probationary period, the period of notice is three months on either side.
Recruitment Process

The deadline to apply is 9.00 am on Monday 25 March 2024.

Please include in your application:

- A fully completed application form
- A brief covering letter summarising why you believe yourself to be suitable for the role and why the role appeals to you
- Details of two referees, one of whom should have detailed knowledge of your ability in regards to the requirement of the role
- A full and up to date c.v.

Applications should be sent:

by email to: recruitment@joh.cam.ac.uk

or by post to: HR Department, St John’s College, Cambridge, CB2 1TP

In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and its Data Protection Policy. Please see attached for a copy of our Data Protection Statement for further information about how we process your personal data.

Catering Department
St John’s College
Cambridge CB2 1TP
United Kingdom

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