

1 Advertisement

Post Title: Senior Manager, Catering Services

School/department: Commercial Services Estates, Facilities and Commercial Services

Hours: Full time hours considered up to 1FTE / 37.5 hours per week. Requests for flexible working options will be considered (subject to business needs).

Location: Brighton, United Kingdom

Contract: Permanent

Reference: 20126

Salary: Starting at £44,414 to £52,841 per annum pro rata if part time.

Placed on: 31 March 2023

Closing date: 19 April 2023

Expected interview date: To be confirmed

Expected start date: As soon as possible

Catering services at Sussex are transforming. We have a vision to deliver food which considers the needs of our student and staff community through diverse options, balanced nutrition, affordability, and a sustainable and ethical supply chain.

We want good food to be one of the cornerstones of campus life, working with a partner who shares our vision to become one of the most sustainable and inclusive universities in the world.

A new service provided will be appointed in August 2023, and we are seeking an individual to work collaboratively with the new partner to drive footfall and sales to deliver a great student and staff experience, and support commercial return.

Working under broad direction to enable you to manage your own work, you will to work alongside our new partner to achieve agreed targets within a Cost Plus Performance Guarantee contract model.

It's an exciting new role within a great team, and if you're inspired by great food, excellent customer service, proactive contract management and collaborative stakeholder engagement, it could be a perfect role for you.

Please contact Helen Power-Hosking, h.power-hosking@sussex.ac.uk for informal enquiries.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

Please note: The University requires that work undertaken for the University is performed from the UK.

2. The School / Division

Please find further information regarding the school/division at:- <http://www.sussex.ac.uk/sef/http://www.sussex.ac.uk/schoolsandservices/professionalservices/estates-facilities>

3. Job Description

Job Description for the post of Senior Manager, Catering Services

Departement: Commercial Services Section/Unit/ Estates, Facilities, Commercial

Location: Bramber House

Grade: 8

Responsible to: Head of Commercial Services

Responsible for: N/A

This role develops and supports the implementation of University of Sussex's catering services, contributing to the delivery of our vision to become one of the most sustainable and inclusive universities in the world.

The post holder will report to the Head of Commercial Services, working under broad direction to enable the post holder to manage their own work to achieve agreed targets within a Cost Plus Performance Guarantee contract model.

PRINCIPAL ACCOUNTABILITIES

1. Lead and promote a high quality catering service, engendering a culture of continuous improvement.
2. Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.
3. Work in partnership with other key stakeholders to ensure seamless service
4. Responsible for the financial management of the Cost Plus Performance Guarantee catering services contract, ensuring that annual revenue targets and associated costs are set, agreed and achieved.
5. Responsible for monitoring and management of the contract associated with the delivery of the University catering service, with responsibility for the preparation of relevant contract documentation, and management of control of change documentation
6. Champion the University vision to deliver catering services that considers the needs of our student and staff community through diverse options, balanced nutrition, affordability, and an ethical supply chain.
7. Responsible for establishing and monitoring key performance indicators in relation to all the activities of the catering operations, setting quality and professional standards and monitoring service delivery against these standards.

KEY RESPONSIBILITIES

Departmental Management and Leadership

- Provide management and leadership to motivate a cross functional team to achieve targets and objectives
- Ensure the availability of resources to achieve targets and objectives including the selection, induction, performance management and development of resources required
- Ensure operational standards are understood, applied and embedded in the Commercial Services team culture and methods of working
- Support the development of others, providing training and coaching in area of expertise
- Foster an ethos of continuous improvement

Service Delivery

- Working within overall university policy and procedure, ensure the effective management of responsibilities in the area of expertise. Plan and allocate resources to support the achievement of catering services targets and objectives
- Ensure effective systems and procedures are in place to support the achievement of key performance targets in area of responsibility
- Contribute the development of functional strategic planning process
- Ensure the delivery of improvements to systems and procedures to maintain effective service delivery within area of responsibility
- Ensure appropriate records and documentation are maintained commensurate with policy and procedure
- Provide reports and other communication media internally and externally as appropriate. To undertake analysis, interpretation and presentation of complex information to inform decisions related to subject area
- Identify critical issues when resolving problems particularly where there is complex or competing information and use university policy and objectives to make decisions

Policy and Procedure

- Based on a broad and deep set of knowledge and experience, interpret policy and procedure, providing advice on the application of policy as required
- Contribute to the shaping of policy decisions and improvement in area of expertise.
- Ensure appropriate governance is in place for area of expertise

Customers and Stakeholders

- Proactively work with internal and external stakeholders, colleagues or students to ensure the effective service delivery, initiate and develop relationships, providing data and information to inform decisions as necessary, showing appropriate sensitivity when needed
- Persuade, influence and negotiate as appropriate to further the objectives of the University

Key Responsibilities

- Provide dynamic, commercial, 'customer centric', inclusive and consultative leadership to the catering supplier leadership team, ensuring a compelling 'vision', good communication and empowerment to enact change to meet the emerging needs of all customer types
- Take the lead on cross-institutional catering projects, initiatives or tasks as requested; participating on appropriate University committees, working groups and activities – either individually, as the role holder, or representing the Commercial Services team or Division
- Ensure services provided by the catering Supplier place the 'customer first' and this

- ethos and culture is promoted and championed at all times
- Provide specialist, knowledgeable and professional expertise and advise to all stakeholders; solving problems via innovative and creative thinking utilising strategic knowledge of the catering and hospitality industry
- Produce robust strategies, business plans, and reports, and complete research / benchmarking exercises, in a timely fashion, that leads to service improvements

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

INDICATIVE PERFORMANCE CRITERIA

- Manage the oversight of the Cost Plus Performance Guarantee model, alongside associated cost of sales and operating costs to manage outturn deficit / surplus in line with agreed targets
- Responsible for the oversight of the planning of a replacement strategy for the heavy equipment listed within the contract
- Responsible for the management of all contract change proposals within a standard format that assesses cost, risk, operational, safety and customer service impact
- The post holder reports to the Head of Commercial Services working under broad direction to enable the post holder to manage their own work to achieve their agreed objectives
- The role holder will play a key role as part of the Commercial Services leadership team in supporting the achievement of the strategic and operational goals of the University, Professional Services & their Division
- The post holder will work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives
- Support achievement of the Division's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.
- Balance effectiveness and cost-efficiency in the management of budgets, demonstrating compliance with value for money and return on investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently

4. Person Specification

ESSENTIAL CRITERIA

1. Educated to degree level, or other equivalent qualification, or relevant level of experience, as appropriate to the discipline.
2. A detailed applied and theoretical knowledge and understanding of catering services as a specialist area.

3. Effective leadership and management experience in managing cross-functional teams and complex stakeholders
4. Well-developed oral and written communication skills with the ability to present policy and procedure in a way that can be understood by the audience
5. Planning and organisational skills, including project management, with the ability to delegate to team members where appropriate
6. Well-developed interpersonal skills with the ability to effectively influence, persuade and negotiate in area of expertise, and effectively contribute to team working to build and develop working relationships
7. Analytical skills with the ability to analyse data and generate effective reporting to recommend effective solutions and make effective decisions
8. Commitment to customer excellence, with experience gained in the catering, hospitality or similar environment
9. Effective IT Skills on MS platform

DESIRABLE CRITERIA

10. Experience within Higher Education catering services.
11. Experience in managing a Cost Plus contract model or other form of catering contractual agreement
12. Experience of managing performance through the monitoring of key performance indicators and service levels agreements
13. A passion to deliver sustainable solutions and uphold ethical practices throughout the supply chain with a service that aligns with the University values of kindness, collaboration, integrity, courage and inclusion