

Catering Manager

Division: Aviation

Location: London Southend Airport

Shift pattern: 42 hours per week

Salary: £40,000 per annum

What's the role?

The Food & Beverage Manager is a key member of the management team reporting to the Commercial Manager. In this role you must be an excellent people manager who leads their team from the front. 'Wowing' our guests with impeccable service must be part of your natural ability and personal ethos. You will assume day to day responsibility of all F&B operations, ensuring that the objectives of the business and expectations of the customer are met, by driving a customer focused service delivery that meets both the commercial expectations of the business, and quality and service standards that make those standards exceptional within food and beverage department.

What will I be responsible for?

Specific Responsibilities and Objectives

- Display a pro-active and leading role in terms of service, culture, development, team image, systems, procedures and skills development.
- Be directly involved in developing and executing revenue strategies and sales initiatives – whilst continually developing your teams to do the same.
- Ensure constructive team communication with emphasis on structured training and development to improve service standards.
- Co-ordinate and control with initiative all issues relating to costs, expenses, wastage, breakages, security and stock control.
- Ensure procedures are in place across all functions in line with agreed standards and service level agreements.
- Ensure you have a visible and involved presence across all areas, actively seeking feedback and updates on a daily basis – coaching your team as a matter of routine.
- Ensure you actively develop a full understanding of the mechanics of the business and all the potential impacts of service standards and revenue decisions.
- Ensure each Patron visiting the catering outlets has the best possible experience.
- Ensure that your team is developed to deliver brand standards, whilst displaying a proactive and innovative approach to skill development and enhancement in your team.
- Support the Performance Management and development of staff at all levels and coach and develop both Supervisors and team members to maximise their skills & contribution to the business.
- Pro-actively assess risks to the business – next shifts, next day, next month etc.
- In conjunction with the Commercial Manager ensure recruitment, training, development and staffing levels are as required.
- Continuously analyse actual standards observed against department standards. Demonstrate a pro-active approach to delivering company and operational standards and actively challenge deviation.
- Continuously report pro-actively on risks and opportunities to the Commercial Manager so that insight is created for team decision making.

- To be able to act with initiative, planning for the future and possible consequences. Being pro-active in getting things done and exceeding expectations of both passengers and colleagues where possible.
- To develop interactive customer relations and to be aware of any possible future requirements. Relay information and ideas to the Commercial Manager for the enhancement of customer expectation.
- To support with initiative and commitment the overall objectives of the business in terms of both revenues, costs and team work – developing your personal competency levels.
- To carry out appraisals/job chats as per the company appraisal system.
- To be fully conversant with disciplinary procedures and all other relevant human resources practices e.g. sickness/absenteeism.
- To be a good example of the company dress code and appearance standards – ensuring that your team fully comply with these.
- To undertake special duties or work outside the normal daily/weekly routine but within the overall scope of the position at the request of the Commercial Manager.
- Personally meet and farewell a high percentage of your customers

Additional Requirements

- Ensure departments are effectively manned, with the team trained and motivated to meet the needs of the market and customer.
- Maintain a comprehensive, current and guest focused set of departmental standards and procedures and oversee their implementation
- Demonstrate a management style which promotes effective development and use of team members through regular reviewing of K.P.O.'s and coaching.
- Familiarize yourself with Company, Fire Life Safety, Health and Hygiene Policies and procedures and ensure your areas promote and comply with them

Quality

- Demonstrate service attributes in accordance with industry expectations and company standards including:
 - Being attentive to Guests
 - Accurately and promptly fulfilling Guests requests
 - Anticipate Guests needs
 - Maintain a high level of knowledge which affects the Guest experience
 - Taking appropriate action to resolve guest complaints efficiently and successfully
 - Review and update existing standards to ensure competitiveness

Profit

- Implement procedures to insure effective cost savings within your department
- Develop procedures that track, report on, and control the running costs of the department
- Keep abreast of trends in your area and implement best practice initiatives
- Develop a competitive business plan for your operational area and communicate this to your operational colleagues and staff
- Revenue and EBITDA achievement vs departmental budgets.
- Customer Service feedback levels.
- Ability to manage rotas, daily cash handling and reconciliation, stock ordering and rotation.

Qualifications and experience:

Key Attributes	Core <ul style="list-style-type: none"> • Customer service is vital to this post; therefore, the role holder needs to be committed and show reliability and outstanding service to our guests, with an eye for detail. • Excellent leader and people manager, with strong time management ability. • Ability to manage large peaks and troughs in customer activity • Leading by example to deliver outstanding customer service, as well as deliver on your mystery shopper KPI. • Ability to manage all aspects of health & safety, including internal and external audits • Report savvy, Numerical and Excel skills will be important. • Coaching and hands on - Positive and prominent presence, a firm leadership style and the ability to develop staff. • Excellent communication and organization skills and work well under pressure and on their own initiative.
	Desirable
Qualifications	Core <ul style="list-style-type: none"> • BTEC or NVQ in Catering and hospitality. • Food Hygiene Level 2 (Level 3 desirable)
	Desirable <ul style="list-style-type: none"> • Food Hygiene Level 3
Experience	Core <ul style="list-style-type: none"> • Strong experience of a management/leadership role within a fast paced multi-outlet Restaurant, Bar and Kitchen environment. • Proven track record of managing at least £1.5 - £2m turnover from multiple outlets • Have a full understanding of both front of the house (Restaurant, Bar and café operations) and back of the house (Kitchen management), together with supply chain process and supplier relationship development. • Marketing and proactive development of restaurant, bar and cafe in your local community • Full and encompassing understanding of the Profit & Loss, and be able to demonstrate positive influence on it
	Desirable

How to Apply:

All applications should be made in writing to Human Resources at LSAHR@southendairport.com with:

- An updated CV and a covering letter, or an application form

Note: For your application to be considered it is essential that you can provide a full 5-year checkable history and are able to obtain a clear criminal record check.

Please also note that only applications made directly to lsahr@southendairport.com will be accepted. Applications made through third-party websites will not be considered.

Please provide details of relevant skills, experience and qualifications to support your application.