

Role profile

Job Title:	Duty Manager - Catering
Location:	Milestones Museum and Basing House, Basingstoke
Line Manager:	Operations Manager, Milestones and Basing House
Line Manager to:	One direct report

Purpose of role:

To manage and deliver customer service, food and beverage operations and business goals within Milestones Museum and Basing House

Main Responsibilities:

1. To lead the development, production and delivery of the catering offer at Milestones and Basing House, “from concept to delivered customer experience”
2. To work with the Operations Manager and Events Manager to develop the hospitality product for the events programme at Milestones and Basing House
3. To ensure all financial targets, including KPIs, and GP margins are met or exceeded
4. To ensure the catering function meets all current FSA legislation
5. To ensure correct documentation and record keeping of the catering provision in support of FSA legislation
6. To ensure food and beverage product is of the required standard and targeted at increased income generation and profit growth
7. To define “success criteria” for the evaluation of the food and beverage product
8. To develop effective customer and supplier relationships ensuring value for money and high professional standards are maintained throughout the catering provision
9. To create efficient and cost-effective procedures and controls in support of the catering offering
10. To lead, motivate and manage the catering delivery team
11. To be responsible for quality outcomes of catering including customer satisfaction
12. To manage all aspects of the catering function including administration and diary coordination
13. To ensure standards are met and maintained providing a safe working and visiting environment
14. Undertake general duty management shifts at milestones in support of the operational team

Other duties

- To undertake any other duties or projects commensurate with the nature and grade of this post as required by the organisation. The post holder must be willing to undertake duties outside normal working hours.

Corporate and statutory initiatives - equalities/health and safety/environmental sustainability

- Maintain an awareness of and comply with Hampshire Cultural Trust policies and apply them to the day-to-day operation to ensure its legal and statutory obligations are met
- Comply with health and safety, equalities and environmental sustainability guidance and working practices
- Undertake appropriate training and development

Key competencies of role:

- 1.1 Deciding and Initiating Action
- 1.2 Leading and Supervising
- 4.2 Applying Expertise and Technology
- 6.1 Planning and Organising
- 6.2 Delivering Results and Meeting Customer Expectations
- 6.3 Following Instructions and Procedures
- 7.2 Coping with Pressures and Setbacks

Person Specification (competence requirement):**1. Essential qualifications**

- GCSE level including Maths and English
- NVQ Level 1 or above (Hospitality and/or Catering)
- Food Hygiene Certificate level 2

2. Essential knowledge/skill/experience

- Experience of preparing, cooking, and serving customers with food and beverages
- Experience of menu and budget planning leading and managing a catering/bar team
- Demonstrable P&L, financial and delivery accountability
- Experience of managing margins and reporting on performance
- Current knowledge of HACCP, COSHH and health and safety procedures
- Excellent communication skills, numeracy, organisation, self-motivation
- Proactive and creative problem solver and good team player
- Experience of managing a food and beverage team

3. May also include development/desirable requirements – qualifications, skills, knowledge, experience

- Food Hygiene Certificate level 3 or above
- NVQ or other catering/ food preparation or hospitality and catering qualifications