



## JOB DESCRIPTION

<b>Job Title:</b>	Catering and Events Lead
<b>Reports to:</b>	Chief Executive Officer
<b>Salary:</b>	£19,000 per annum
<b>Hours of work:</b>	<b>37 hours per week – worked flexibly (Inc. occasional evenings Weekends)</b>
<b>Location:</b>	<b>St Helens</b> – however, Age UK Mid Mersey covers the boroughs of St Helens, Warrington and Halton and as such you may be required to work in any of the boroughs.

### JOB PURPOSE

Responsible for the development, growth and smooth operational daily running of all catering provision at the mansion house site, ensuring we deliver a first class service for our customers, maximise the profitability of any events, and that we comply with all company and legislative requirements.

*Although this role has its own set of duties and responsibilities the post holder will work collaboratively with the **Property and Events Lead** and the **Marketing and Events Lead** who jointly have a responsibility to oversee and deliver organisation events as required and who have a shared efficacy in terms of working to actively deliver set targets across the whole team.*

### 1. Primary Functions

#### **Catering**

- Overseeing the management of all aspects of the catering facility, e.g. checking event bookings and producing staff shift patterns and Rota's ensuring staffing levels are effectively managed to deliver the catering service.
- Organise and prepare catering for bistro, coffee shop and special functions, such as weddings, christenings, corporate meetings and events.
- Work with management and staff to ensure cost effective pricing of menus and generate positive revenue from events.
- Be on-site as functions demand, acting as the contact person for groups, clients.
- As part of the catering team you will be hands on, working alongside staff to cover all aspects of the service as and when necessary (including cooking and front of house.)
- Implementing and monitoring standards in customer service, Health and Safety, cleaning, food preparation and till procedures.
- Supervise staff during all aspects of catered events to ensure high quality service standards and presentations are met.

- Maintain high sanitation and safety standards in all catering storage rooms and other catering areas.
- Control all labour schedules in accordance with budgeted costs.
- Acquire and maintain knowledge of current food and catering trends.
- Ensure strict stock control including monitoring and control of wastage as required.

### **Events**

- Working with the Wider Marketing and Events Team to strengthen and build the business, you will play a key role in developing and delivering a wide range of events including: Weddings, Conferences, Beer Festivals, Seasonal events, Party nights, Prom's etc. This should not be seen as an exhaustive list, but one that may change and develop over time.
- Attend event steering group meetings as required and actively contribute to decisions on event planning, cost analysis, marketing requirements.
- Whilst you will be working as part of a senior leadership team you will on occasions be required to independently lead on and deliver a major event such as a wedding/function, which would likely require late evening and or weekend commitment as an essential part of your role. You will be responsible for the operational smooth running of events on the day, including setting up, instructing staff and any external contractors, liaising on catering and logistical arrangements and ultimately ensuring that we deliver exceptional results.
- Actively support the Marketing and Events Leader to obtain sponsorship and to up-sell and cross-sell all Hospitality and functions facilities across the Mansion House site, from food and beverage aspects, activities, room hire etc.

## **2. Supervisory / Management**

- Line Management responsibility for the Catering Team.
- To assist with the development of staff and encourage good team working and maximise motivation.
- To monitor and control the performance of the Catering Team to ensure the correct standards are achieved in all areas and that agreed targets are achieved.

## **3. Communication / Relationships**

- Responsible for securing and managing local supplier relationships.
- Liaising with staff reports, colleagues and wider leadership team as required.
- Ensure the highest standard of customer care is delivered to all customers.
- Handle customer complaints immediately.
- Ensure customers are dealt with in a friendly manner.

## **4. Evaluation / Monitoring**

- Keeping financial and administrative records up to date.
- To ensure that all documentation concerning food safety and health and safety is up to date and monitored.

## **5. General**

- To become familiar with, and work within, AUK Mid Mersey's policies and procedures.

- To comply with individual responsibilities in relation to health and safety in accordance with AUK Mid Mersey's Health and Safety Policy and Procedure.
- To attend occasional out of hours in connection with the work of AUK Mid Mersey.
- To work at all times in accordance with the philosophy, ethos and values and principles of the organisation.
- To perform any other such duties, commensurate with the role, as may reasonably be requested by the CEO.
- Act in accordance with all policies and procedures of AUK Mid Mersey.
- Attend and actively participate in Team Meetings and AUK Mid Mersey full staff team meetings.

### **Additional duties**

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

It is the nature of the work that tasks and responsibilities are, in many circumstances, unpredicted and varied. All employees are therefore required to work in a flexible way when the occasion arises, so that tasks which are not specifically covered by their job description are undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility becomes a regular and frequent part of the employee's job, it will be included in their job description after consultation with the employee.

### **Probationary Periods**

All appointments are subject to a six-month probationary period.