

JOB DESCRIPTION

JOB TITLE:	Assistant Catering Manager	DEPARTMENT:	Catering
REPORTING TO:	Catering & Conferencing Manager	LOCATION:	Chelmsford City Racecourse

JOB SUMMARY

Chelmsford City Racecourse is a multi-purpose venue attracting a high volume of customers. The racecourse hosts a multitude of high-profile events, as well as smaller conferences and events, alongside a busy racing calendar, so the role of the Assistant Catering Manager will be busy and varied and will require flexibility in working hours.

Reporting directly to the Catering and Conferencing Manager, the Assistant Catering Manager will work in support of them on a day to day basis, to ensure that the catering provision for racing, conferences and events is of the highest standard. The Assistant Catering Manager will deputise for the Catering & Conferencing Manager as and when required.

The post holder will need to have experience in a similar catering role and possess excellent customer service skills, so that they are able to fulfil the role and support the delivery of a first-class catering experience to customers.

KEY ACCOUNTABILITIES

- Manage, set up and maintain The Club fine dining restaurant before, during and after service on race days, including cashing up and reconciling till and PDQ machines.
- Manage day to day conference and events, including opening and closing of building when required, and customer liaison/support on the day.
- Responsible for completing the table plans for functions and race days, liaising with members of the Commercial Team when required, particularly when creating large scale function plans.
- Responsible for ensuring that there is a smooth transition for events, which includes, but is not limited to, ensuring the appropriate set-up staff are in place and overseeing the set-up of room requirements.
- Liaise with customers regarding time changes, dietary requirements and queries in relation to conference and event days.
- Work in conjunction with the Executive Chef to ensure that they are made aware of any specific dietary requirements and/or changes to numbers.
- Maintain positive and professional relationships with internal and external customers. Support the resolution of any on the spot disputes in an appropriate manner, but escalate to a senior manager where required. Respond to customer feedback with confidence and ensure that the Catering & Conferencing Manager is kept informed.
- Liaise with the Racecourse Staffing Executive to ensure that all events have the appropriate casual workers arranged and that rosters can be produced. For larger-scale events, if agency workers are required, liaise with the Catering & Conferencing Manager and Finance Manager, and the Event Sales & Operations Manager where required, to arrange this so that the event can be sufficiently staffed.
- Support staff briefings for race day ensuring that key messages and information is communicated in line with requirements.
- Oversee catering casual workers on duty, ensuring that they are dressed appropriately and follow standards and behave appropriately for work. Address any issues of concern with the worker and/or escalate to the Catering & Conferencing Manager. Ensure casual workers are issued with the correct uniform and name badges.

- Manage internal online logistics for all hospitality and restaurants which includes, but is not limited to, setting up menus on tills.
- Responsible for monitoring and maintaining stock levels of linen, glassware, cutlery, crockery, as well as the stationery for the catering team. Maintain an inventory and ensure it is kept up to date. Order from external suppliers where required, adhering to company approval processes/financial procedures.
- Undertake administrative tasks as required by the Catering & Conferencing Manager and/or other members of the catering team. This could include the production of catering specific signage and/or the production of service and pass plans.
- Maintain an up-to-date awareness of health and safety procedures, including emergency procedures at all times.
- Deputise for the Catering & Conferencing Manager when required. This could include but is not limited to, authorising casual worker timesheets, opening and closing the building, supervising the Bar Manager and providing them with support.
- The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives.

PERSON SPECIFICATION

QUALIFICATIONS
<ul style="list-style-type: none"> • No specific qualifications are required for this role.
EXPERIENCE/SKILLS
<ul style="list-style-type: none"> • Strong catering background and restaurant experience in a similar role. • Knowledge of working at a high-volume, multi-purpose venue. • Excellent customer service skills and experience of dealing with both internal and external customers. • Excellent verbal communication skills - face to face and over the phone. • Problem solving skills and diplomacy. Solution focussed with the ability to think on feet and respond appropriately to situations. • Experience of overseeing/managing casual workers and other staff when required, to ensure that the work is completed to required standard. • Experience of working in, or knowledge of horse racing or sports sector is desirable. • Background in Conference and Events is desirable.
PERSONAL CHARACTERISTICS
<ul style="list-style-type: none"> • Friendly and polite disposition with the ability to put customers at ease. Commitment to providing excellent customer service. • Hard working and reliable with a strong work ethic. • A flexible and adaptable approach with the ability to remain calm under pressure. • Ability to multi-task and to work independently. • Positive with a 'can-do' attitude to work and the drive and determination to meet the required standards and customer expectation. • Ability to deputise for the Catering & Conferencing Manager when required.

ESSENTIALS
<ul style="list-style-type: none"> • Full, clean driving licence or the ability to travel when required. • There is a requirement for flexibility of working hours as the post holder will be required to work weekends, public holidays, and evenings; actual hours and days of work will vary to cover the hours of the business.
TRAINING AND DEVELOPMENT
<p>Full training will be given to the post holder to help them fulfil their duties. Great Leighs Estates Limited is committed to promoting an environment of training, learning and continuous professional development for all employees. We recognise that this is essential to providing a high-quality service which meets the needs and expectations of our clients, stakeholders and staff alike.</p>
HEALTH AND SAFETY
<p>As an employee of Great Leighs Estates Limited, the post holder has a duty under the Health and Safety at Work Act 1974, to:-</p> <ul style="list-style-type: none"> • Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work. • Co-operate with their employer to ensure compliance with Health and Safety legislation.
DATA PROTECTION
<p>The post holder must, at all times, respect the confidentiality of information, abiding at all times with any policy or procedure in relation to data protection issued by Great Leighs Estates Limited and with the provisions of all relevant data protection legislation. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.</p>

This job description is subject to regular review and appropriate modification.