

JOB DESCRIPTION

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

JOB SUMMARY

Chelmsford City Racecourse is a spectacular multi-purpose venue which hosts a multitude of high-profile events as well as smaller conferences and events, alongside a busy racing calendar and attracts a high volume of customers. The Racecourse aspires to deliver the very best in events catering and the Catering & Conferencing Manager role will play a key part in helping to achieve this.

The role of the Catering & Conferencing Manager is to take charge of all catering and food retail and to manage the day to day catering and hospitality services to optimise revenue, drive profit and to provide a superior service across all restaurant and food retail operations for race days, conferences and events. Line management of catering employees and managing catering casual workers is also a key part of this role.

KEY ACCOUNTABILITIES

- Manage, maintain and set up the Catering Operation at Chelmsford City Racecourse on both Race Day and Non Race Day events.
- Adhere to Emergency Procedures and any/all Event Management Plans (EMPs) produced for large events on site and ensure catering staff are all briefed and adhere too.
- Produce EMPs where necessary for exhibitions and larger on-site events.
- Line manage Assistant Catering Manager, Bar Manager, Executive Chef and Sales & Events Co-ordinator ensuring key accountabilities are met.
- Identify staff training requirements and link with the HR Manager, where required.
- Ensure that all catering casual workers are dressed appropriately and follow standards and behave appropriately for work. Address any issues of concern with the worker; escalate or seek advice from the HR Manager if required.
- Develop and maintain professional relationships with internal and external customers. Deal with on the spot disputes or complaints in an appropriate manner.
- Handle guest feedback with confidence and share/escalate to Commercial Manager where required.
- Liaise with the Sales & Events Co-ordinator regarding the handover and organisation of functions, tables plans and room layouts to ensure the functions run smoothly and efficiently.
- Prepare and undertake the staff briefing for all catering staff ensuring key messages and important information is communicated. Ensure that anyone asked to undertake a briefing in conjunction with, or on behalf of, has all of the information to enable them to do so.
- Arrange the security requirements for events with the Facilities Manager as required and in accordance with licensing laws and racecourse security procedures.
- Manage and monitor the Sales & Events Co-ordinator to ensure that sales targets are achieved providing a breakdown of new and repeat business and that enquiries are being responded to in a timely manner. Support with non race day quotations.
- Produce yearly, monthly and individual event sales and profit projections for race day and non-race day events as directed by the Commercial Manager. Work in conjunction with the Finance Manager to ensure Gross Profits (GP) and profit margins are being met.
- Work in conjunction with the Finance team to ensure that the Sales & Events Co-ordinator

forwards invoices promptly and that they are correct.

- Work with the Commercial Manager and the Executive Chef to forward plan for events to maximise profit.
- Work with the Executive Chef to plan menus and hospitality catering.
- Work with the Commercial Team to improve offerings and increase market position.
- Assist sales team with development and growth of memberships.
- Maintain awareness of industry trends and insights, implementing them accordingly.
- Responsible for ensuring the smooth transition from events overseeing the set-up of room requirements by organising appropriate set up staffing.
- Overall responsibility for ensuring casual worker staffing levels are appropriate to business need. Link with the Racecourse Staffing Executive to ensure that all events can be appropriately staffed and that staff rosters can be produced in a timely manner.
- Responsible for checking that casual worker timesheets have been accurately completed and correspond with hours worked. Authorise for payment when checked and submit to Racecourse Staffing Executive/HR weekly and in line with payroll cut-off dates.
- Ensure that staff are trained/supported to provide the highest level of customer service.
- Ensure catering staff breaks are organised and are in accordance with company policy, working time legislation and fluctuations in the volume of business.
- Liaise with the Duty Manager on event operations as required.
- Ensure company cash procedures are adhered to and strictly monitored by catering staff. Respond to queries on tills from staff.
- Willing or able to be a personal licence holder, as required.
- 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

- No specific qualifications are required for this role.

EXPERIENCE/SKILLS

- Exceptional knowledge and experience of running a high-volume luxury venue.
- Strong catering management background with experience in a similar role.
- Tenacious with strong leadership and people management skills. Experience of managing and supporting large teams of staff in catering operations.
- Excellent organisation and communication skills.
- Excellent customer service skills. Experience of dealing with both internal and external customers and to respond appropriately to feedback and /or complaints.
- Excellent problem solving skills with tact and diplomacy. Solution focussed with the ability to think on feet and respond appropriately to situations.
- Strong organisation skills, with ability to pay attention to detail.
- Working knowledge of GPs and Events P&Ls would be an advantage.

- Experience of working in, or knowledge of horse racing or sports sector is desirable.

PERSONAL CHARACTERISTICS

- Passionate about providing an unforgettable catering experience and in maintaining high standards.
- Hard working and reliable with a very strong work ethic.
- Service and results driven.
- Ability to take control and lead in a fast-paced environment.
- A flexible and adaptable approach with the ability to remain calm under pressure.
- Friendly and polite disposition with the ability to put customers at ease and to build and maintain strong working relationships with staff.

ESSENTIALS

- 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

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.

HEALTH AND SAFETY

As an employee of Great Leighs Estates Limited, the post holder has a duty under the Health and Safety at Work Act 1974, to:-

- 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

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.