



## **Job Description**

### **CATERING MANAGER**

#### **About Leicestershire County Cricket Club**

Leicestershire County Cricket Club (LCCC) is one of eighteen first-class county clubs within the domestic cricket structure of England and Wales. It represents the historic county of Leicestershire as well as being representative of the county of Rutland. The Club's limited overs team is called the Leicestershire Foxes.

One of the Club's aims is to make its county ground the "premium Leicestershire outdoor venue" for concerts and first-class events, with the delivery of an ambitious events programme once the pandemic is behind us. It also wants to improve the way it manages staff, create a diversity action plan, and host regular members' forums. LCCC has a strong membership heritage and we are ambitious in our plans to increase our supporter base significantly over the next five years. This is a great but challenging time to join the Running Foxes.

**Job Role:** Catering Manager

**Reports to:** Chief Executive Officer

**Job Profile:** The Catering Manager reports to the CEO and is responsible in driving the continuous development, delivery, and overall improvement of catering services at the Leicestershire CCC.

They will ensure delivery of a first-class catering experience to the Counties Members, corporate clients, and non-match day hospitality guests. The role encompasses managing a diverse range of in-house operations and outsourced catering services. They will provide a supportive environment to develop all members of the team to their potential. A strong focus on fiscal management of the business is vital.

**Weekly hours:** A total of 35 hours per week, with flexibility over specific days worked and an emphasis on matchdays during the cricket season.

**Location:** Uptonsteel County Ground, Grace Road, Leicester, LE2 8AD

### **Key Responsibilities:**

1. Lead the management and development of all catering services to contribute to the overall Club business strategy.
2. Develop and lead with the implementation of operational plans, through the management team on all catering services.
3. Control and monitor the financial performance of the business and deliver on pre budgeted targets.
4. Ensure all food is prepared fresh and to a high standard through a close working relationship with the Kitchen team and personal monitoring at point of delivery.
5. Establish and maintain good working relationships with individuals at all levels within the Club, and our client organisations.
6. Implement and maintain the Statutory and Company standards of hygiene compliance, health and safety, security, and take any action as is necessary.

### **Key Tasks:**

1. Management team development and support
2. Oversee purchasing dry / wet stock, maintain stock control systems, and value monthly
3. Implement strong controls on tariffs and selling price to maintain agreed margins.
4. Ensure communication with all clients is always prompt and effective.
5. Ensure the catering team both sell and deliver the customer promise.
6. Monthly Financial and Business reporting delivered to the CEO on time and accurately.

### **Catering operational duties will include:**

1. Oversee food and beverage purchasing
2. Oversee food & beverage stock control
3. Oversee pre & post Costings
4. Monitoring of Gross Profitability
5. Management of operational costs
6. Risk Assessment evaluation as required
7. Undertake internal auditing as required
8. Assist in staff training, recruitment, and induction
9. Duty Management responsibilities as required to include Building Security
10. Third party client invoicing
11. Daily financial record keeping and communicating with Finance department on audit trail.
12. Ensure adherence to all licensing conditions, health & safety regulations including HACCP & COSHH. Adopting a practical approach to maintenance and repair, consulting with the Operations Manager always.

### What are we looking for:

- Someone with a proven record within the Hospitality industry, with a background in hotels, Conference & Banqueting or Sports Stadia Hospitality sectors? A desire to self-develop and develop those around them.
- Take catering services at Leicestershire CCC to the next level.
- Someone who understands all licensing conditions, health & safety regulations including HACCP & COSHH.
- Love providing great service and meeting and talking to new people.
- Is highly organised and accurate in everything they do.
- Is able to juggle a number of pieces of work at any time and deliver to deadlines.
- Computer literate.
- Able to build effective relationships, internally and externally.
- Able to manage marketing and social media tools.
- Holds a record of academic learning relevant to the needs of the position.

## Person Specification

In your application, tell us how you meet the following criteria, using examples to provide some context for us.

	<b>Essential</b>	<b>Desirable</b>
HNC Hospitality Operations or HND Hospitality Management Or 706/1 and 706/2 or Level 3 NVQ Professional Cookery	✓	
Personal Licence – Licensing Act 2003		✓
Level 3 Supervising Food Safety in Catering	✓	
Proven experience of management in a high-volume commercial Food and Beverage operation	✓	
Experience of leadership and staff supervision	✓	
Experience of working in industrial kitchen		✓
Experience of delivering training and assessment of trainees		✓
Wide and varied culinary knowledge		✓
Knowledge of legislative requirements relating to the catering industry	✓	
Strong customer focus	✓	
Flexible approach to work	✓	

### **To apply:**

Please send your Curriculum Vitae with covering letter to Jacqui Dean, Administration and Governance Manager at [jacquidean@leicestershireccc.co.uk](mailto:jacquidean@leicestershireccc.co.uk)

Closing date: 5.00pm, Friday 18<sup>th</sup> February 2022

### **Equal Opportunities in Employment Policy Statement**

Leicestershire County Cricket Club will ensure that all existing and potential employees receive equal consideration, and is committed to the elimination of unlawful or unfair discrimination on the grounds of gender, race, disability, colour, ethnic and national origin, nationality, sexuality, marital status, responsibility for dependents, religion, trade union activity and age.

It is the intention of Leicestershire County Cricket Club that its work force, at all levels, should reflect the composition of the city's population. To achieve this Leicestershire County Cricket Club will take active and positive steps to eliminate discrimination and to promote equality in employment.



## Staff Benefits at Leicestershire County Cricket Club

### Annual Leave

Full-time employees receive an annual leave entitlement of 25 days per annum, plus one additional day for your birthday, in addition to public holidays, giving a total of 34 days per annum. For part-time staff, their holiday entitlement is pro-rata the entitlement of a full-time employee. Staff are required to reserve three or four days holiday to be taken between the Christmas and New Year period, depending how the calendar year falls.

### Complimentary Staff Memberships

Two complimentary memberships are offered to staff each year but this is not contractual.

### Eye Tests

Eye tests are provided to staff working with Display Screen Equipment (DSE) for more than one hour per day and basic spectacles provided if they are required for DSE work. The eye test offered is enhanced to include Optomap Retinal Photography.

### Life Assurance

We will provide you with life assurance which in the event of your death while employed by us shall pay to your chosen beneficiaries a sum equal to 3 times your current basic annual salary.

### Pension Scheme

We operate a qualifying workplace pension scheme which meets the requirements of automatic enrolment. If you are eligible you will be enrolled from the start of your employment. You may opt out of the scheme but you will be automatically enrolled again every three years.

Employee contributions are 5% (net cost to a basic rate taxpayer is 4%) and employer contributions are 3%.

## Sick Pay

Employees are entitled to sick pay as follows:

Within probation	Statutory Sick Pay only (subject to eligibility including 3 unpaid waiting days)
After successful completion of probation but less than 1 year service	1 week full basic pay
1 year or more of service	2 weeks full basic pay
2 years or more of service	3 weeks full basic pay
3 years or more of service	4 weeks full basic pay

## Staff Room

During the off-season (September to April) we are able to offer a staff restroom for breaks and lunchtimes. Staff are welcome to take their own food there and the room is equipped with tea and coffee making facilities, microwave and toaster.

## Staff Discounts

Staff are entitled to a 10% discount in the Upper Meet café during the season (April to September) on hot and cold food.

Staff can benefit from a 20% discount when purchasing Club merchandise available from the Club shop.

A 20% discount is also being offered on private 1:1 coaching or net hire in the Indoor School.

## Tickets to Events

Occasionally we are able to offer two free tickets per staff member to events throughout the year, such as concerts. This is not contractual.