

GEORGE FARHA Café

Job Pack

Deputy Catering Manager

Chief Executive's Introduction

Dear applicant,

I am delighted that you are interested in applying for the role of Deputy Catering Manager at Students' Union UCL and I am pleased to be able to provide you with further details about the role.

Students' Union UCL is an inspiring organisation that is committed to providing a fantastic experience to the 48,000+ students at UCL. We aim to give students a transformative experience whilst studying at the University, supporting them to navigate the challenges of university life and empowering them to be exceptional leaders in their future lives and careers.

We're at an important part of our history, after a period of significant growth and renewal. We have an exciting vision to become one of the best student organisations in the world. In recent years, we have:

- Significantly increased support for our over 350 student clubs and societies, now providing the largest student activities and development programme in the UK with 20,000 active student members.
- Rejuvenated our democratic structures, including holding the largest student elections in the UK in each of the last three years.
- Been awarded Silver for Investors in People, with the Union described as a dynamic and fun place to work.
- Established one of the strongest student volunteering programmes in the UK with over 2,000 students volunteering in the local community each year.
- Expanded the work of our independent student Advice Service – supporting more vulnerable students than ever before.
- Improved the operation of our cafés, bars and gym to provide a higher quality of service and greater profitability to fund student services.
- Securing a multi-million-pound investment to enhance co- and extra-curricular activities as part of UCL's new Student Life Strategy.

You can read about our work over the past year here: [**Impact Report 2023**](#).

We hope you will be interested in joining us and supporting the next phase of our exciting growth and development.

Best wishes,

John Dubber
Chief Executive



About the Students' Union

Students' Union UCL is an organisation that exists to make more happen. We are the representative body for University College London's (UCL) students, one of the most diverse student communities in the world. UCL students have the potential to do anything, and the Union plays an essential role in helping them to achieve things they may have never thought possible. As a charity we employ over 90 career staff and deliver a wide range of services and representative functions for students. We work in partnership with UCL towards a fantastic experience for all of our 48,000 students and to ensure that university life enables them to develop the skills, experience and confidence to become the leaders of the future.

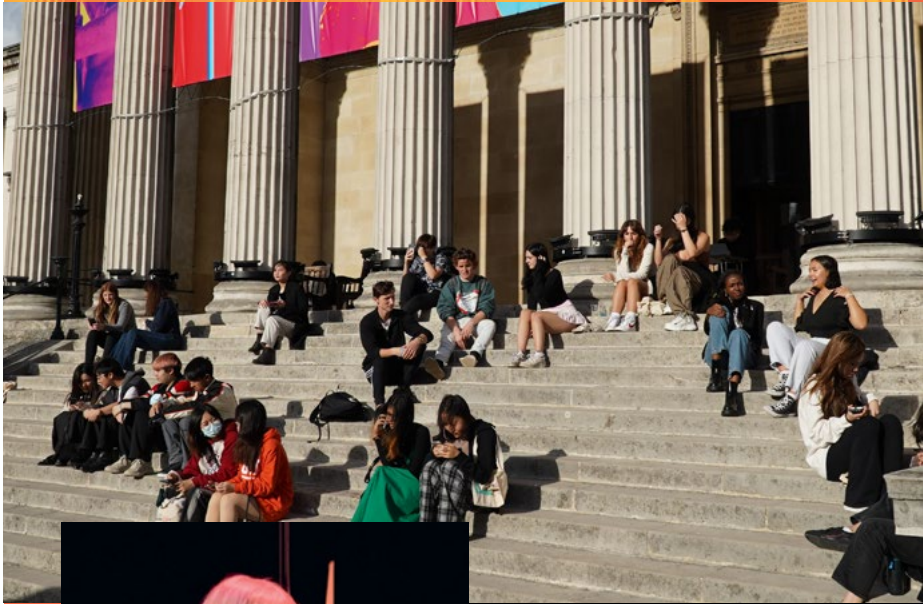
Our vision is of an outstanding experience for all UCL students and to be one of the best students' unions in the UK and the world.

Our Services

Students' Union UCL is one of the largest student organisations in the UK. It is a charity with over 48,000 student members. It employs around 300 staff and has an annual turnover of more than £10.5m.

It provides a wide range of services including:

- Providing an extensive extracurricular activities programme, with over 350 clubs and societies – with 20,000 members – including all sport, music and performing arts provision at UCL.
- Major events to build student communities and celebrate the culture of student groups across the university.
- One of the largest student volunteering services in the UK, with 2,000 students contributing over 60,000 volunteering hours each year to projects across London.
- Five cafés, four bars, one merchandise shop, a gym, and two convenience stores.
- Support to over 2,000 elected student representatives across all university departments.
- An Advice Service supporting students to deal with housing, financial, academic, and employment issues.
- Fitness centre and 100-acre sportsground.
- Student media and radio station.
- Support to student representation, networks and campaigning groups.
- Student Job Shop.



Job Description

Job Title: **Deputy Catering Manager**

Reports to: **Catering Manager**

Grade: **6**

Purpose of the Job

The Deputy Catering Manager will take full responsibility in supporting the Catering Manager in leading and operating a successful catering operation and giving our student members an excellent service experience every day, looking to implement our catering operation with new and innovative ideas.

This role forms a key part of our Operations team, led by the Director of Operations. Comprising of both front facing and behind the scenes departments including; Cafés and Bars, Bloomsbury Fitness gym, Human Resources, Facilities and Systems, the team delivers core functions and central services for the Union, as well as providing a diverse range of quality facilities accessible to our 40,000 members. The Operations team, and this role, are central to the successful delivery of our new strategic plan that will set us on the path to become one of the best students' unions in the UK, and more importantly a better students' union for our members.

Duties and Responsibilities

Supervision

- Assist the Catering Manager in managing the activities of all catering outlets and staffs, including student supervisors and have overall responsibility for the quality and quantity of work for all staffs. Management duties include responsibility for:
 - The management and supervision of all catering outlets (cafés).
 - The management and allocation of all duties to catering staffs, preparation, maintenance of flexible task, allocations and staff rotas.
 - The management of day to day staff relating issues relating to discipline, grievance, welfare, appraisal, coaching and mentoring.
 - The effective implementation of all relevant Students' Union Catering policies, procedures and ongoing monitoring and enforcement of compliance.
 - The promotion of food safety and food hygiene, raising the awareness of the importance of food safety and food hygiene amongst all catering staffs.
- Assist Catering Manager in carrying out induction and skills training, including refresher training and on the job training in line with good industry practice, such training to include instruction on food safety, food hygiene, use of kitchen equipment, till operation, customer service and upselling.

Continued overleaf

- Ensure efficient communication across the catering service at all levels and in all locations by sharing of good operational practise through the scheduling of regular catering staff team meetings and rotation of staff where appropriate.

Service delivery

- Assist Catering Manager in organizing and managing the delivery of the catering service across the Students' Union in a way that meets the specific needs and requirements of students and staffs in terms of time, quality, quantity and cost.
- Identify and implement measures with Catering Manager to improve the student catering experience within University. Actively review and assess issues such as the layout and decoration of catering areas, the management of lunch times, the involvement of students and staffs in service development and the promotion of healthy eating, good behavior and inclusion.
- Establish good communication across the different departments and contribute to the meetings related to catering service, use this feedback to help shape and improve the delivery of service.
- Investigate and report to Catering Manager of any complaints received in relation to catering service, take timely corrective action and where appropriate advise the Catering Manager of the source, nature and outcome of each complaint. Prepare and maintain an up to date complaints/feedback log.
- Plan, coordinate and supervise and support Catering Manager in the operation of all requisitioning procedure, including ordering, purchasing, receiving, checking and storage.
- Develop and supervise the program for monitoring continuously the quality of service and food products provided by the catering team as well as the performance of student supervisors and catering assistants.
- Prepare regular reports for the operational performance of the catering outlets for the Catering Manager and Head of Commercial Services, meet with Catering Manager as and when required to discuss and review the performance of the outlets.

Finance

- Assist the Catering Manager in managing the financial management and control of all resources used in the delivery of the catering service including COS, labour, overheads and equipment.
- Work closely with the Catering Manager to develop and detailed weekly/monthly forecast for the catering outlets along with a standard costing and pricing methodology for food and beverage products.
- Monitor the financial performance of the catering outlets against budget on a weekly/monthly basis, examining revenues generated and costs incurred, investigating variances and irregularities and taking timely action where appropriate.
- Monitor and control food and beverage costs, stock levels and maintain an accurate and up to date inventory of the stock.
- Ensure that all food and beverage products are sold at the right price and appropriate mark ups are applied to such items.
- Carry out checks on a regular basis to review the financial performance of the outlets and evaluate the value for money of existing working practices, resource levels and supply arrangements. Identify and implement measures to maximize revenues and improve profitability.

Note: This job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder.

Person Specification

	Essential	Desirable	Tested at Interview	Tested at Application
Qualifications				
Customer Service and or Management qualification		X		X
Experience				
Previous supervisory/managerial experience in a café or retail environment.		X	X	X
Experience of ensuring that health and safety, food hygiene and other statutory requirements are met.	X		X	X
Experience of minimizing cash & stock losses by implementing procedures.	X		X	
Previous experience of people management and general HR skills in recruitment and training.	X		X	X
Able to analyze problems, develop opportunities and implement innovative solutions.	X		X	X
Ability to demonstrate positive attitude to self-development , willing ness to learn in role & identify own training needs as appropriate.	X		X	
Knowledge				
In depth knowledge of statutory regulations to effectively and legislatively manage a Café such as the Food Safety Act and Licensing Act	X		X	X
Skills				
Proven passion for and commitment to delivering service excellence at all times	X		X	X
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Proven ability to manage/supervise staff and implement work schedules.	X		X	X
Ability to organize and complete work in accordance to deadlines	X		X	X

Continued overleaf

Person Specification CONT.

	Essential	Desirable	Tested at Interview	Tested at Application
Values, attitudes and personal style				
Evidence of commitment to Continuing Personal and Professional Development	X			X
A leader on equality of opportunity who values Diversity and removes barriers to equality	X		X	X
Commitment to working in a democratic and student led environment	X			X
Commitment to high standards of customer care	X		X	X
Flexibility and an adaptable approach to work	X		X	X

Our Vision

An outstanding experience for all UCL students and to be one of the best students' unions in the UK and the world.

Our Mission

We build a vibrant and empowered student community with real influence in UCL and beyond, that enables students to enjoy their time at university; pursue their interests and passions; see the world in new ways; and develop the skills and experience to change the world for the better.

Our Team

Our biggest resource as a Union is our dedicated staff team, who deliver a range of services, such as providing advice, securing volunteering opportunities, supporting our clubs and societies and running our cafes, bars, shops and gym. We also have a number of staff delivering professional functions such as HR, finance, communications, and systems support.

Our Strategic Themes

Our Vision and Mission will be achieved through delivering four strategic themes:

Effective Influence

Amazing Experience

Vibrant & Inclusive Community

Excellent Union

Read our current strategic plan at studentsunionucl.org/about-us.

Our Values

Community Building

- We aim to build a strong sense of community for all our students
- We want students to feel they belong and feel pride in being UCL students
- We support and encourage our diverse student communities to grow and succeed

Empowering

- We support and empower our students to develop their skills and confidence to change to the world for the better
- We help students to pursue their passions, discover new interests, and do more than they thought possible
- We provide support when students need it, helping them to access information, advice and support that enables them to overcome barriers and achieve their potential.

Inclusive

- We are a diverse and vibrant community with many different opinions, viewpoints, needs and experiences
- We value every member of our community and always try to ensure that our services enable everyone to participate in our activities and play a full role in student life
- We believe that everyone has a right to express their views and to be listened to and respected as a member of our community

Fun

- We want to make university life fun, distinctive and memorable
- We want all our students to enjoy their time at UCL and are committed to doing all we can to achieve that
- We embrace a positive, fun and inspiring working culture for our staff and officers

Democratic

- We believe in representative democracy and work to empower and support our elected officers to help them to be effective leaders of the Students' Union and ambassadors for our members
- We cherish our democratic structures and want as many students participating in them as possible
- We recognise that not everyone will always agree, so we encourage our officers to listen to a broad range of student viewpoints and seek to ensure that they consider the breadth of student opinion before taking important decisions.

Bold

- We are innovative and ambitious
- We want to be one of the best student organisations anywhere in the world
- Bold thinking is part of our DNA. We are part of a diverse, exciting city and a radical university which has welcomed imaginative thinkers and entrepreneurs

Sustainable

- We want to be the most sustainable students' union in the UK
- We want to minimise our environmental footprint in every way possible
- We want to hand the Union on to the next generation of student leaders and staff in better shape than we found it, protecting its assets and services for the future

Our Officers

Each year we ask UCL students to choose full-time Sabbatical Officers, who are elected by cross campus ballot, and serve as leaders of Students' Union UCL during their term of office. They are elected with a democratic mandate and have the goal of making positive change at the Union, UCL and beyond. In this role they serve as members of our Board of Trustees and work in partnerships with our Senior Management Team to represent students to the university and provide leadership to the Union's work.

We believe that becoming a full-time officer is one of the most impactful ways of making change happen. Officers work full-time on a special area that's important to them and represent students as members of our Board of Trustees and as members of senior university committees. They have support of full-time staff at the Union to ensure that they provide democratic leadership to our organisation. We also hold elections for a wide range of part-time voluntary roles.



Salary and Benefits

The salary range is £34,605 - £39,980 including London Allowance per annum.

The annual leave entitlement is 27 days plus 8 Bank Holidays plus 6 closure days.

Amongst the many benefits, there is enhanced pay for maternity, adoption and paternity. We also facilitate flexible working to ensure greater work life balance. These roles qualify for a generous defined benefits pension scheme with an employer contribution. [Read more on UCL's website.](#)

Further details about the benefits are available via the link: ucl.ac.uk/human-resources/working-ucl.

If you have any queries or would like to have a discussion about the role please contact:
Justyna Borsow-Wiska, Catering Manager, at j.borsow-wiska@ucl.ac.uk.



