UNIVERSITY OF WARWICK

Job Description

Job title	Assistant F&B Manager
Department	CCSG – Warwick Food Group
Grade	FA4

Job purpose (a brief summary of the role)	You'll assist your manager in the management of our Food & Beverage operations so that they're commercially successful, achieving stretching financial targets and maximising income and profitability. You'll ensure the consistent delivery of exceptional service and presentation standards of food and beverage products that consistently exceed our customers' expectations. You'll ensure the team's always following procedures to keep staff and customers safe. You'll have delegated responsibility for training, developing and leading a fantastic, service focused team and embedding Warwick Food Group standards. You'll be accountable for running shifts in the manager's absence.
Duties and responsibilities	**Exceptional Service** You'll deliver exceptional service, every time, for all customers and champion a service culture within the team. You'll maintain consistent standards of presentation of people, product and the F&B outlets at all times. You'll review performance regularly against customer feedback and NPS scores. **Managing your Team** You'll help to create a great place for your team to work. You'll assist in the recruitment and training of enthusiastic people. You'll lead, coach and develop your team, managing performance in line with the University's processes. **Financial Performance** You'll be responsible for achieving stretching targets to maximise income and profitability. Driving sales through exceptional service, you'll monitor resources and take action to achieve the targets. You'll develop and manage rotas to ensure our team are optimally deployed to match business demand within budget. You'll closely manage stock levels to ensure availability and minimal wastage. **Working Safely** You'll be responsible for ensuring that the team comply with all relevant legislation, University and Warwick Food Group policies to minimise the risk to staff, students and customers. You'll frequently deputise for your manager in a variety of situations, including leading shifts, opening, closing and other managerial duties. **Developing the Business** You'll identify opportunities to drive income and manage costs, harnessing ideas from your team, customer feedback and input from Warwick Food Group specialists. You'll look for ways to contribute to the delivery of our Warwick Food Group strategy and manifesto. You'll champion the Warwick Food Group strategy and manifesto with your team and lead positively for change.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	GCSEs in English and Maths minimum or equivalent.	A & C
E2	Level 3 Food Safety certificate.	A & C
E3	Significant F&B experience with some supervisory responsibility and experience working in a fast-paced environment.	A & C
E4	Experience of dealing with change in a positive and proactive manner.	A & C
E5	Track record of contributions to improving the performance of an F&B operation.	A & C
E6	Passion for building a team, developing and coaching people. Basic people management skills.	A & C
E7	Passion for delivering exceptional customer experience.	A,B & C
E8	Positive can-do attitude, willing to learn new skills and work in multiple locations.	A & C
E9	Strong interpersonal skills including leading a team with positivity, excellent verbal and written communication using the English language.	A & C
E10	Good numeracy skills; able to understand financial information and numerical data.	A,B & C
E11	IT skills – ability to use Microsoft and EPOS and stock control systems. Ability to understand spreadsheets to interpret financial data and monitor KPIs.	A,B & C
E12	Good working knowledge of Food Safety legislation, allergens management and Health and Safety compliance requirements.	A & C
E13	Understanding of Food & Beverage best practice, including the production and service of high-quality food and drink.	A & C
E14	Physical ability to work shifts up to 10 hours on your feet performing tasks such as lifting, carrying, mopping and serving food (list of tasks not exhaustive).	A & C
E15	Flexible approach to working hours, with the ability to carry out early and late shifts on a rota basis.	A & C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Personal licence.	A & C