

Recruitment Pack

Food and Beverage Manager - Greenwich

Greenwich Students' Union
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Dear Candidate,

Thank you for taking an interest in this role at Greenwich Students' Union (GSU).

GSU is a charitable organisation which plays a crucial role in the experience of the 19,000 students who attend the University of Greenwich. Our job is to ensure that students have a great time and Greenwich and we empower them to change the world.

We have three main departments here at GSU: Membership Services, Commercial Services, and Support Services. These services spread across three campuses with our main offices being based at Greenwich and Avery Hill in Eltham.

The Food and Beverage Manager based at the Greenwich campus will be directly responsible for the daily operations, sustainability impact and financial performance of all Greenwich based outlets, events, and staff. At GSU we turn over £1m through our not-for-profit commercial services that provide services to students, staff, and the local Greenwich population. We provide students at the University of Greenwich and their partners with social spaces to study, make friends, and have fun.

Additionally, the profit generated through our varied income portfolio is invested back into the SU support services for students. We are a Living Wage Employer and a large employer of students putting money back in their pockets to support the cost of studying and living in London.

The following pages contain a summary of the principal terms and conditions, key dates in the recruitment process and some information about the Students' Union. Please check you have downloaded everything you need to complete your application and return it electronically. If you would like to have an informal chat about this opportunity please contact us at p.w.tomczynska@greenwich.ac.uk.

Good luck with your application and I look forward to meeting you.

Best wishes,
Trish

Patrycja Tomczynska
Deputy Head of Commercial Services

A bit about us

OUR MISSION

Empowering students to change the world. Making sure that students have a great time at Greenwich!

OUR VALUES

GSU is proud of everything we do, and we live and breathe our values, Approachable, Inclusive, Courageous, Empowering, and Trusted.

OUR SERVICES

We provide support and encouragement for our members to get involved with the university experience as much as possible, the below lists are the main areas where we engage with our members.



MEMBERSHIP SERVICES

Student Representation - involvement with Student Assembly, campaigns, Elections and members representation;

Student Advice - provide advice to all our members regarding health, housing, employment, money, International students, safety, academic and other issues not covered in the aforementioned;

Student Activities - encompasses Societies, Sports groups, Academic Communities, Awards, Varsity and much more;

Employability and Volunteering - identifying opportunities and providing support.

COMMERCIAL SERVICES

Lower Deck in Greenwich - the best student bar in Greenwich.

Change in Greenwich - providing great coffee, food and soft drinks throughout the day.

Village Shop in Avery Hill - selling takeaway food and coffee, snacks and confectionery, University of Greenwich branded merchandise, groceries and toiletries.

Candy Shack in Avery Hill - milkshakes by day, cocktails by night!

The Deep End in Medway - selling hot food and drink, as well as grab-and-go options.

Our online shop, the Greenwich Lookbook (greenwichsu.co.uk/shop) selling University branded merchandise.

Flagship Events, offering venue hire in the heart of Greenwich (Avery Hill and Medway opening for hires in 2022).

Our Strategy

In 2016/17 we worked with our members, to plan out what we should be doing as an SU over the next few years. Based on this work we have two goals aimed at our members: Empower you to change the world. Make sure you have a great time at Greenwich! That's it, simple as. What that will look like is a little more complicated, but we've broken it down into eight areas.

INFLUENCING THE UNI

We will work in partnership with the University of Greenwich, becoming a trusted source of information representing the voice of students.

YOUR EMPLOYABILITY

Students have told us that they want a degree at Greenwich to get the best job and future, we'll ensure that they can be recognised by the SU, stand out from the crowd and be more employable. Managing Your Money Supporting students to manage, save and earn money will be a priority for us.

REPRESENTING YOU

Listening to students, empowering them to represent others and supporting great student leadership will be how we effectively represent them.

YOUR HEALTH AND WELLBEING

By running our Advice Service, offering healthy food & drink options in venues, by making it easier to keep fit with our sports clubs and activities and have fun in our societies, we hope to create a positive environment for students.

YOUR COMMUNITY

We will continue to develop safe spaces that support students in having fun, working comfortably, getting help and making change.

GIVING YOU A WIDER INFLUENCE

We will work with students to ensure that their voice is heard on the local, London and National stage, putting GSU at the heart of the student movement. That's it, simple as.

YOUR LOCAL COMMUNITY

Students are the life blood of Greenwich, Avery Hill and Medway campuses, we will ensure that this is celebrated through a healthy, productive partnership with the local community.

Staff Benefits

HOLIDAYS:

25 days per annum
8 bank holidays
3 free days over the winter holidays
Additional 1 day for every year at GSU
(up to 5 years)

MISC LEAVE:

1 day off to move to a new house
1 day off for wedding attendance of immediate family
1 day off to attend funeral
3 days off for death or serious illness of immediate family
Study/exam leave
Health appointments
Parental & carers leave
Sick dependents leave
Generous sickness leave pay
Generous maternity and paternity leave pay

PENSION:

Employee contribution: 5 – 7%
Employer contribution: 4 – 6%

MISC BENEFITS:

Parking permit loan
Travel loan
Eye test and contribution to lenses
Insurance – death in service
Training/staff days
Flexible working

MISC PERKS:

Free large soft drinks (post mix) in the Lower Deck
Student prices on hot drinks in Change and Village Shop
Student prices in Lower Deck on all applicable menu items
Free venue hire at Lower Deck
Tea, coffee and milk in offices

Application Process

Your application is very important, as the information you provide will be used in deciding whether or not you will be shortlisted for interview. The following advice is designed to help you complete it as effectively as possible. This is part of our commitment to ensuring equal opportunities for job applicants.

Greenwich Students' Union (GSU or SU) wholeheartedly supports the principles of equality and diversity in employment and service delivery. We aim to encourage, value and manage diversity and we recognise that talent and potential are distributed across the population. Not only are there moral and social reasons for promoting equality of opportunity, it is in the best interest of this organisation to recruit and develop the best people for our jobs from as wide and diverse a pool of talent as possible.

TIMELINE FOR RECRUITMENT

At GSU we aim to have our recruitment processes as clear and structured as possible. Ideally, we have our advert listed on various websites for one month. Following the deadline date, we will aim to shortlist within 2-3 days. Once shortlisting has been completed, the successful candidates will be informed and given an interview date a week ahead. This will allow our successful candidates the opportunity to prepare and make arrangements.

PLANNING YOUR APPLICATION

When planning to submit your application, read through the material provided, including the job specification and recruitment pack.

PERSONAL SPECIFICATION

The Person Specification is the list of criteria or requirements needed for the post. To be shortlisted you have to fulfil each of the essential points marked 'Application', demonstrating your abilities by giving examples. The strongest applications will detail with examples how candidates meet all of the criteria, including drawing on previous experiences and transferable skills. Remember that voluntary work or work at home can be as valuable as paid employment.

Application Process

COMPLETING YOUR APPLICATION

Step 1: To apply send a recent copy of your CV and a covering letter, no greater than two A4 pages, setting out how your experience equips you for the role. If you do not submit a covering letter, you will be prompted to do so.

Step 2: Submit your completed application by the deadline as stated, remember to keep a copy for reference. We prefer to receive applications electronically; however, we will consider handwritten applications in black ink.

Step 3: Please also complete and return the Equal Opportunities Monitoring Form. Please note that applications received after the closing date will not be considered.

SHORTLISTING

All submissions are sent directly to our recruitment desk, who save and anonymise them, ready for the recruiting manager to review. All applications will be sent to the selected recruitment panel who make their preferred selection based on the requirements that meet the personal specification. Candidates who meet the criteria are shortlisted for an interview.

INTERVIEWS

The interview panel will normally be formed of 3-4 staff members who will ask questions based on the values and competency required for the role. For some roles you may also be asked to participate in a task or presentation. The applicants will be informed of this ahead of their interview date. If you are not able to attend the interview, we cannot guarantee that an alternative date will be offered. The Panel will consider requests for alternative dates as they arise.

Job description and Personal Specification

The Food and Beverage Manager based at the Greenwich campus will be directly responsible for the daily operations, sustainability impact and financial performance of all Greenwich based outlets, events, and staff.

Duties and Key Responsibilities

Operational Management

- To have overall responsibility for the effective management of all Greenwich outlets to ensure the Students' Union and the University of Greenwich maintains its premium reputation
- To take responsibility for and ensure that the highest standards are achieved at all times with specific reference to food, service, and presentation
- To be the face of the outlets, working the floor, providing feedback and support to the team throughout service and spending time engaging with customers
- To ensure excellent presentational standards of the areas and to deal proactively with maintenance issues and ensure good housekeeping
- To react quickly to changing business patterns and actively manage business costs
- Ensure adequate staffing levels throughout the day and evening whilst ensuring labour is cost effective and within budget
- Order stock and ensure robust stock control methods are in place. To assist external stock taker with monthly venue stock takes and ensure agreed GP% margin is achieved
- Ensure adequate wastage procedures are in place
- Ensure exceptional levels of food hygiene and cleanliness are maintained in the outlets at all times
- Ensure the licences are adhered to at all times
- Ensure all outlets Health and Safety and Compliance records are up to date and reviewed regularly
- Ensure all events/functions are managed effectively and that clients receive the highest standards of product and customer care

General Responsibilities

- Represent and be an ambassador for GSU
- Be flexible and carry out other associated duties as may arise, develop, or be assigned in line with the broad remit of the position
- Maintain and improve competencies through continuous professional development
- Abide by organisational policies, codes of conduct and practices
- Support and promote liberation, diversity, and equality of opportunity in the workplace
- Treat with confidentiality any personal, private, or sensitive information about individual organisations and or clients or staff and project data
- Actively seek better ways to assist GSU in its effort to become a more sustainable workplace
- Any other duties commensurate with the accountabilities of the post

Essential Attributes

- Previous management experience in a busy late-night food and drink environment as well as events operations
- Personal Licence holder
- Experience of implementing changes to increase growth within a food and drink environment
- Financial knowledge and proven ability in understanding budgets
- Experience of recruiting, inducting, and training new team members in a catering environment
- Commitment to delivering excellent customer service
- Experience of working with suppliers of goods and services, including contract negotiation
- Excellent time management, organisational, and planning skills
- Proficient in the use of Microsoft Office, particularly Excel and Word
- Ability to engage and motivate others. Ability to develop a young team
- Ability to stay focused and efficient in the face of changing priorities
- Strong interpersonal skills, with the ability and confidence to interact effectively with a wide range of people from different backgrounds
- Must be willing to work late nights and weekends

Desirable Attributes

- Barista experience and formal relevant catering qualifications – Health and Safety Level 3, First Aid etc.
- Understanding and knowledge of working within the student sector
- HR experience, including contracting and performance management
- Good experience of managing health & safety and security legislation
- A full, clean driving licence