

Recruitment Pack

Senior Assistant Food and Beverage Manager - Medway

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.

The Senior Assistant Food and Beverage Manager at Medway is part of the Greenwich Students' Union Commercial Services. 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 partner 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 have any questions please email gsuhr@gre.ac.uk

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

Best wishes,
Trish
Deputy Head of Commercial Services

Staff Testimonials

Quote from Staff Survey

I've had the opportunity to realise my ideas, work in a creative and collaborative environment and trust empathetic management to support me in my progression.

Quote from Staff Survey

The feedback and support given by managers and higher members of staff is brilliant and makes for a super comfortable and inclusive working environment - I feel looked after as a member of staff.

Quote from Staff Survey

Everyone has the right intention and wants to make a difference for students at Greenwich.

Quote from Staff Survey

[I have] job security, good leave package, and my manager's guidance and support to develop my skills.

Quote from Staff Survey

[I appreciate] the support given by manager and staff, as well as flexibility to work and strong communication between staff and other members.

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. For this role GSU will be interviewing as applications are submitted, so it is important to get your application in as soon as possible.

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 as soon as possible, 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. This information will not be shared with the recruiting manager. We use this information to monitor our recruitment processes only.

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 2-3 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

JOB PURPOSE:

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

Reports to: Deputy Head of Commercial Services
Responsible for: Food and Beverage Assistant Manager Medway and casual staff.

DEPARTMENT/SERVICE

The Senior Assistant Food and Beverage Manager at Medway is part of the Greenwich Students' Union Commercial Services. 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 partner with social spaces to study, make friends, and have fun.

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Duties and key responsibilities

Operational Management

- To have overall responsibility for the effective management of all Medway 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 outlet, 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 outlet at all times
- Ensure the licences are adhered to at all times
- Ensure all outlet 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

Food and Drink

- Ensure the outlet has a strong range of high-quality food and beverage products that suit the outlet's values and generate agreed gross profit
- Manage partnerships with suppliers, and actively develop new supplier connections in order to continue developing and enhancing the offer
- Ensure the offer embraces current food and drink trends

People and Customer Service

- To lead by example and proactively support the organisations commitment to providing excellent customer service at all times, being an ambassador for Greenwich Students Union
- Ensure the effective recruitment, induction of staff for the outlets. The post holder will be responsible for all aspects of staff management, including managing the rota and labour budget
- To ensure all staff are trained robustly on service standards, product knowledge and Health and Safety. Address quickly any issues that arise

Finance and Reporting

- To take ownership for the financial results for the outlets. Work closely with the finance team and Deputy Head of Commercial Services to review the results and forecasts and make any necessary adjustments
- Achieve KPIs set for the outlets and motivate the team to deliver them
- Assist in the production of formal reports for presentation at a senior level
- To proactively identify new sales opportunities and act on them by setting goals for the team
- Ensure payroll paperwork is completed and submitted to the Finance team within the agreed time frame
- Working with the Finance department, ensure all financial service processes are adhered to and are compliant at all times
- Fully understand digital finance system and quickly flag any issues arising

Stakeholder Management

- Will need to manage the various organisational needs whilst protecting the business needs of all Medway outlets
- The post holder will be responsible for encouraging, improving, and maintaining relationships with key stakeholders across the Medway campus

Sustainability

- Be aware of good sustainable practices that relate to the outlets and implement changes
- Constantly be looking for ways to improve the outlets sustainable outcomes and be able to measure the impact alongside Deputy Head of Commercial Services
- Implement sustainable policies agreed by GSU Senior Management and Full Time Officers and keep detailed, relevant records

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

PERSON SPECIFICATION:

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 2, 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
- Understanding of Social Media platforms

Personal Attributes and Other Requirements

- All Commercial Services staff may be asked to work at other campus outlets on an ad hoc basis to assist with day to day operations and/or events
- Able to travel extensively within the Borough and Region
- Able to work unsociable hours and stay overnight where necessary
- Work well in a team with a flexible approach to work
- Commitment to anti-discriminatory practice and equal opportunities. An ability to apply awareness of diversity issues to all areas of work
- Commitment to the values and ethos of the Organisation