



**University of York Students' Union**

Registered in England and Wales.  
Charity Number: 1173404 Company Number: 10688097  
Registered Office: The Student Centre, James College,  
Newton Way, Heslington, York, YO10 5DD

**E:** [enquiries@yusu.org](mailto:enquiries@yusu.org)

**T:** 01904 32 3724

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## Work with us

In 2018 YUSU was ranked 21st in the The Sunday Times' Top 100 Best Not-For-Profit organisations to work for in the UK. Each year, YUSU invest over £20,000 in staff and officer training as we are dedicated to supporting and nurturing the skills and aspirations of our employees.

From our hardworking bar staff at our award-winning venues to our CEO, we all share the same goal - to put students at the heart of everything we do.

The University of York Students' Union (YUSU) is a charity that is run for, and by, the 16,000 students at the University of York. YUSU Commercial Services (YUSU CS) operates market leading licensed and catered venues throughout campus. All profits generated by these operations are reinvested back into the Students' Union to support student life at the University of York.

YUSU CS is looking for a capable and ambitious **Catering Operations and Development Manager** to oversee the entire catering operation across our venue portfolio. The candidate must be diligent, hardworking and up to date with the current trends in the licensed trade and particularly within the student market.

Whilst managing the outlets, you will also be responsible for leading the teams and have a proven track record in leadership skills, motivating and developing the team and the outlets with both passion and enthusiasm.

The successful candidate will be responsible for running and growing the catering operations in three existing venues whilst proactively looking at market expansion and the next "big thing" to complement our other non-catered venues.

YUSU is committed to promoting a diverse and inclusive community. We welcome applications from currently underrepresented groups including BAME applicants.

In the world of large scale hospitality you will struggle to find an opportunity like this. As a not for profit organisation we work to a different set of rules to those found on the high street. From working with a large team of like-minded student staff, to forming a key player in a hard-working, motivated and close knit management team you will be working some of the most sociable hours found in the industry and experience freedom and autonomy to influence our services at a level seldom found elsewhere.



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<b>Job Title</b>	Catering Operations and Development Manager
<b>Reporting to</b>	Director of Commercial Services
<b>Place of Work</b>	YUSU Commercial Services outlets on both University of York campuses
<b>Hours of Work</b>	Annualised hours contract of 2080 hours per annum
<b>Salary</b>	Competitive dependent on experience

**Purpose of Role**

Working with the Commercial Director and the management team to take a lead on the day to day management of all commercial activities for YUSU under the subsidiary company of YUSU Commercial Services Limited. This incorporates the licensed venues operated by YUSU CS, the coffee shop and the catering across multiple venues.

As a member of the YUSU Senior Commercial Management Team, to contribute to and support the leadership of YUSU ensuring that your work furthers the union's mission, vision and values.

To be responsible for the work of YUSU Commercial Services ensuring compliance with all statutory requirements as well as the policies and procedures of YUSU and the wider university.

To ensure our catering offer remains relevant and in line with market trends with a strong focus on quality, consistency and added value.

To lead on product and service development in existing venues whilst exploring potential new commercial opportunities by working with our staff, our student membership and local/national suppliers.

Careful financial management to ensure our commercial targets are reached and costs are carefully controlled in all areas including stock, equipment, wages, fixed costs and overheads.

Recruitment and all human resource matters within the catering team including recruitment, training and personnel development.

To work with the CEO and Senior Leadership team to build effective partnerships locally, regionally and nationally.

## **1.0 Strategic Management**

- To assist YUSU Officers and Board of Trustees in strategically reviewing the services and functions of YUSU's commercial activities.
- To ensure mutually beneficial relationships exist within stakeholders of the Food and Beverage team and that all staff are aware of and promote the 3 key values of YUSU CS.
- To ensure a healthy relationship exists with our suppliers, contractors, regulatory bodies and other stakeholders involved with our organisation.

## **2.0 Staff Management**

- To coordinate the work and monitor the workloads of direct reports.
- To provide leadership, direction and coaching for these staff and to set an example of being results focused and aiming to achieve excellence.
- To hold regular team meetings and debrief sessions that promote the flow of information and allows all stakeholders to contribute.
- To undertake performance reviews and identify individual training needs of direct reports, in line with YUSU policy.
- To undertake the recruitment and training of both full time and student staff ensuring the YUSU policy of equality and diversity is adhered to.
- To assist in the development of the Department's staff by encouraging a learning and development culture.

## **3.0 Financial Management**

- To assist the Commercial Director in the production of an annual catering budget for these areas and report on a monthly basis on any significant variance to budget.
- To be responsible for stock management in catering areas ensuring that each venue never holds more than 5 days stock in hand.
- To maintain financial controls and ensure the Finance Department receives all relevant financial information promptly at month and year end periods, in accordance with the Union's financial procedures.
- To hold a level of accountability for the security of all resources including fixed assets, stock and cash relevant to the role.
- To ensure that all catering related goods entering and leaving the premises are adequately recorded and informed to the Finance Department, including orders, deliveries, transfers and returns. To also prepare and assist with stock checks as and when required.
- To ensure efficient use of the EPOS system and ensure robust procedures are in place to enable effective financial control and resource management.

## **4.0 Operational Management**

- To oversee all operational aspects of the catering team – Lead Chef, Chef, Supervisors and Catering Assistants.
- To ensure the food offer is high quality, diverse and at the cutting edge of the market. This includes both day to day menus and one off event requirements.
- To ensure an optimum product mix is available for customers and to act as a central point of contact for suppliers.
- That all foods stored, produced and served comply with all relevant national and local standards and policies.

- To be responsible for the proper maintenance of catering equipment to the highest standard across all of four sites. In addition to be the main point of contact for equipment maintenance in the public areas of our outlets.
- To liaise with representatives of NUS Services Ltd to ensure compliance with the consortium's buying policies and cost-effective stock procurement.

## **5.0 Customer Care**

- To lead the Food & Beverage team in creating a culture of excellence in customer service, ensuring that customers' expectations are exceeded whenever possible.
- To ensure that all outlets are clean and tidy and that maintenance needs are reported immediately and rectified promptly.
- To ensure that all staff and contractors treat customers in a friendly and polite manner and do everything in their power to exceed customers' expectations.
- To deal with customer feedback, whether positive or negative, in a courteous, efficient and timely manner.
- To ensure all staff receive the appropriate training on a regular basis.

## **6.0 Marketing Management and Business Development**

- To assist in developing marketing plans to ensure that our services have effective promotional and pricing strategies and the right product range to meet customer needs.
- To develop, with the marketing team and the CS management, a communications plan in order to ensure that the YUSU members are aware of and attracted to its outlets.
- To ensure that the Food and Beverage team is customer focused and responsive to customer demand, by supporting the annual programme of market research and developing action plans in response to such research.
- To assist the YUSU team with any new developments, including the fit-out and design of new outlets.
- To monitor new developments within the Food and Beverage sector and student market and make recommendations for new concepts and ventures, as appropriate.

## **7.0 Health and Safety Management**

- To promote the health, safety and welfare of customers, suppliers and visitors to YUSU outlets.
- To ensure that YUSU Health and Safety Policy and appropriate Health and Safety legislation is adhered to at all times and to provide leadership in health and safety management for our venues.
- To guide all staff in healthy and safe working practices.
- To act as a fire warden in line with the fire safety procedures and take the lead role in Fire Alarm evacuations.

## **8.0 Other Duties**

- To form part of the commercial Manager On Duty rota.
- To attend appropriate meetings as and when required by the Union.
- To abide by the Union Constitution, policies and procedures at all times.
- To contribute to the positive image of York University Students' Union with students, the University and the local community.
- To undertake other tasks and responsibilities compatible with the level and nature of the post as required by YUSU from time to time.

