



**Job Title:** Public Catering Operations Manager

**Job Level:** Middle Manager

**Responsible To:** Food & Beverage Manager

**Direct Reports:** Bar & Kiosk Supervisor

**Place of Work:** Based at Utilita Arena, Sheffield

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### **Purpose of the Job**

Assist in the delivery of a Food & Beverage service, specifically the management of people and contribute towards maximising of profit

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### **Job Summary**

- To assist the Food and Beverage Manager to promote and sell catering throughout the Arena, maintaining a high level of customer care, working within the departments' budgetary constraints, and ensuring all legislative guidelines relating to health, safety and hygiene are met
  - Lead, manage and develop a team of motivated, enthusiastic customer focused people, who deliver exceptional service making a positive contribution to the overall financial position
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### **Key Responsibilities:**

- Establish and maintain standards and provide exceptional service through empowered and motivated people which will maximise repeat business and generate profitable income
  - To lead the recruitment and selection of food & beverage team members, to ensure a full team, in liaison with management, promoting inclusion and diversity in line with the company recruitment policy
  - Ensure all corporate learning, including mandatory health & safety training is undertaken by the teams in a timely manner and followed up where necessary
  - Develop and monitor all on the job training requirements and packages within the department, to ensure all legal requirements are met and maximise people effectiveness in customer service, product awareness and service standards
  - Prepare rotas to ensure the catering department's requirements are met, within service levels and budgets
  - Manage the process of authorising all time sheets, checking and challenging where necessary, ensuring timely processing in line with company processes.
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- Manage all absence including authorising of annual and other leave, ensuring adequate cover is in place for all concerts, gigs and other events.
- Establish clear lines of communication across the team through openness and transparency
- Manage people effectively and in line with company policy, encouraging them to be the best that they can be whilst at work
- Develop and maintain a strong relationship with our external agency partners, focused on standards and training
- To take responsibility for accurate cash and credit handling which is conducted in accordance with company policy
- To assist in the day-to-day operations and duty manage the department during events, over seven days with a flexible approach to work patterns
- Use available resources to manage logistical changes during the event
- Develop and maintain standards and policies including HACCAP, COSHH and Health and Hygiene. Monitor catering systems to always ensure the highest standards in all areas
- Maintain records in the correct manner and in line with General Data Protection Regulations (GDPR)
- Embed the ICAN culture through the venue and challenge behaviour that conflicts with this

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## Expected Behaviours

Ethical, with integrity – Operates with sound moral principles, through a broad knowledge of the wider environment. Displays strong integrity, honesty and builds trust easily

Inspiring – Approaches everything with energy, passion, empathy, and connection.

Driven – Extremely hard working, is compelled to accomplish goals individually and drives teams to do the same.

Sound Operator – Makes sound clear, sometimes multiple decisions in a calm and timely manner

Excellent Communicator – Articulates clearly and concisely, listens to others, and ensures that relevant information is shared across the organisation.

Motivated Is genuinely invested in the success of their team and organisation.

Self-aware understands that their behaviour and mood has an effect on others.

Compassionate Has a good understanding of their team and is compassionate and empathetic to those around them.

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.