

# TORFAEN LEISURE TRUST BEHAVIOURAL CONTRACT



## Position Details

Position Title: Events, Food & Beverage Co-Ordinator

Rate: £22,300

Section/Unit: Business Development/Leisure

Location: Cwmbran Stadium / Pontypool  
Active Living Centre.

Responsible To: General Manager

Responsible For: Catering Supervisors &  
Assistants

Date Issued: September 2021

Closing Date: 26<sup>th</sup> September 2021

## Job Purpose

To be responsible for catering and reporting directly into the General Manager for the efficient and effective supervision of events and the day to day operation of Catering areas, food preparation and service, bar facilities and supervision/recruitment of Catering employees.

## Principal Accountabilities and Responsibilities

Responsibilities include:

- To produce, provide and over see a high quality catering service, whilst staying within budget and meeting relevant industry standards.
- To ensure staff adhere to food hygiene, Health and Safety and Licensing Regulations.
- Control and manage the day to day performance of catering colleagues and carry out 1:1's and appraisals.
- To ensure stock control systems, financial procedures are adhered to and auditable at all times.
- To be responsible for the ordering of supplies and ensure correct levels of stock are maintained.
- To formulate and develop innovative ideas and concepts around new menus and events.
- To develop and implement Food and Beverage action plans for internal bookings and events
- To undertake recruitment of new staff when required and develop and implement rotas to suit the needs of the Business.
- To monitor KPI's and Theoretical profit margins.
- To Record data for the efficient running of the catering operation
- To Report to the General Manager with monthly operational updates and reports within the agreed timeframes to enable completion of management reports.
- To assist the General Manager in costing meals, menu planning and maintaining minimum levels of wastage.

- Maintain strong control of contracts, using approved suppliers.
- To communicate effectively with all Catering colleagues and the delivery of the General Managers instructions.
- To be responsible for the induction of new colleagues with regard to Catering and Financial procedures.
- To assist with the development of colleagues and encourage good team working and maximise motivation to deliver the Trust's Values.
- To ensure all aspects of production and presentation of service meets the high quality standards expected by customers.
- To receive, check and record the delivery of goods.
- To complete all necessary records in accordance with procedures.
- Reconciliation of cash from catering areas.
- To recommend improvements to the services offered by the facility in response to customer feedback
- To undertake any necessary training relevant to the post.
- To undertake any other reasonable instruction given by a Senior Managers within the Leisure Trust.
- To ensure the highest standard of customer care is delivered to all customers at the facility.
- To ensure customers are dealt with in a friendly manner and to work as part of a team to deliver the standard of service and availability of facilities at the Centre.

#### **Resources/Equipment/Material**

To be responsible for the security and maintenance of the catering areas and their contents and for taking all reasonable measures in these respects, including the accounting and banking of cash and stock.

#### **Supervision/Management of People**

To organise and supervise the work of other members of the catering staff, paying particular attention to Hygiene, Customer Service and Health & Safety.

#### **Knowledge, Skills, Training and Experience**

A good working knowledge and understanding of Catering Legislation, Procedures and practical experience of food and beverage operation.

Experience of running small and large scale events.

Experience of supervising staff.

Experience of Cash handling.

#### **Special Working Conditions**

The post holder may be required to work days, evenings and weekends on a rota basis.

## General

- To observe confidentiality in all aspects of work.
- To demonstrate a willingness to undertake training development and learning opportunities to improve skills.
- Comply with and support others to observe Health and Safety Act 1974 procedures and processes.
- To work within the Trust's policy and procedures in respect of equal opportunity, anti-discriminatory and anti-oppressive practices.
- To accept that this job description may be periodically subject to review.
- To undertake any other duties and/or times of work as may be reasonably required of you, commensurate with your grade or general level of responsibility within the organisation, at your place of work or based in any other establishment.

# PERSON SPECIFICATION

Please note you will need to meet the essential Criteria to be invited for interview.



Torfaen  
Leisure Trust  
Ymddiriedolaeth  
Hamdden Torfaen

Requirements	Selection Method		
	Essential or Desirable	Score	Tested at Interview and/or Application Form
<b>Education/Qualifications/Knowledge</b>			
1.1 Qualified to a minimum NVQ 3 or equivalent in a Catering discipline	D		Application Form
1.2 Hold a Management Qualification or willingness to work towards one.	E		Application Form
1.3 Level 2 & 3 Food Safety certificate	E		Application Form
1.4 First Aid Certificate	D		Application Form
1.5 Driving Licence	E		Application Form
<b>Experience</b>			
2.1 Previous experience in a supervisory role	E		Application Form
2.2 Experience of developing menus within a strict financial criteria	D		Application Form/Interview
2.3 Experience of ordering and managing stock	E		Application Form/Interview
2.4 Experience of Commercial Catering and assessing financial reports	E		Application Form/Interview
2.5 Experience Cash Handling	E		Application Form/Interview
2.6 Experience of running small and large scale events	E		Application Form/Interview
2.7 Experience of writing reports to a high standard.	E		Application Form/Interview
<b>Skills and Abilities</b>			
3.1 Good communication, organisational skills	E		Interview
3.2 Ability to utilise resources and finances to meet budget requirements	E		Interview
3.3 Excellent customer service skills and ability to meet deadlines	E		Interview
<b>Personal Attributes</b>			
4.1 To possess an enthusiastic drive and a positive 'can do' attitude	E		Interview
4.2 Flexible and willing to work unsociable hours	E		Interview
4.3 To work as part of a Team with ability to work on own initiative	E		Interview
4.4 To be innovative and creative.	E		Interview
<b>Total Short Listing Score</b>			

Score key: 0 = Not Met Criteria 1 = Fully Met Criteria