

Job Detail (Overview, Role Detail and Person Specification)

Estates & Facilities – Campus Services

Duty Manager (Old Fire Station) – Grade 5

(Ref: MPF4344)

Role Title: Duty Manager

Reports To: Operations Manager

Overview

The University of Salford is developing a brewery and bakery along the Crescent in Salford. This development is the first of many placemaking activities in a joint University and Salford City Council masterplan for the area.

We are looking for a Duty Manager who can support with the opening and the running of a new bakery, café and bar.

This is a key opportunity to be part of more than a business and bakery, it is the opportunity to make a difference to the local community and influence the lives of students through research, wellbeing, training, and employment skills.

We seek an individual who can support the innovation and development of new and exciting products as well as drive the highest quality and be responsible for running shifts in the bakery, café, and bar.

The successful candidate must have passion for great product and can support the Operations Manager with delivering first class customer service, leading a team, time management and organizational skills, together with a high level of self-motivation.

Role Detail

Role Purpose

This role is an assistant management role and the candidate will need to be responsible for running the shift and being in charge of the team while making sure a smooth service for the Bakery, Café and Bar. The successful candidate will need to have a positive attitude and be welcoming to customers.

Putting the staff, customers, and a culture of continuous improvement at the centre of what we do, the role holder will assist in development of the service and with guidance from the Operations Manager, accountable for the planning, P&L and management of the Bakery, Café and Bar.

The Duty Manager is responsible for the daily operation of the business and to ensure the business is prepared and ready to deliver and serve food and beverages based on customer demand. Responsible for overseeing high quality and efficient service to meet the needs of the business. This will be achieved through the development of innovative and cost effective menus and food range, the effective management of food production and food service teams and the development and implementation of efficient working practices.

The post holder will strive to improve the standards and content of our offer and ensure that new ideas are frequently introduced within the constraints of the budget

Responsibilities

Products and service

- Lead the team in a high level of customer service
- Responsible for dealing with any complaints that may arise in an effective manner
- Good Communication with the team and customers is essential in running a great service.
- Planning and organising skills will be needed to make sure that the shift is running well and availability of products is communicated
- To work as part of a wider team across the department to deliver organizational objectives and be an ambassador for the bakery and brewery in promoting its aims
- To provide consistently high standards of service at all times
- To maintain high standards of cleanliness and hygiene of your work area and equipment plus other cleaning duties in and around the café and bar
- Ensure all areas of the work environment are hygienic, tidy, and free of hazards at all times and work in a way to minimize risks to health and safety and security of self and others.
- Ensure all cleaning products and any other substance that could cause risk is used according to the CO.S.H.H
- Have a full understanding of the fire evacuation procedure.
- Provision of excellent standards of food presentation and hygiene
- Organise, implement, and oversee various events throughout the year

Financial

- Responsibility for the payments in the café and bar
- Taking deliveries, checking deliveries for accuracy and product quality
- Actively control waste
- Overseeing the team for financial accountability
- Monitor the profit and loss reports weekly in order to be reactive to any adverse
- Impacts on targets, reporting to the Operations Manager and report any concerns/discrepancies
- Responsible for effective ordering, receipt, safe storage and stock rotation of all commodities used
- Responsible for monthly stocktaking, including the reconciliation of all stock transfers
- Ensure all kitchen equipment is routinely serviced
- Achieve budgeted GP% and budgeted revenue targets for all areas under your management
- Monitor the profit and loss reports weekly in order to be reactive to any adverse

- Impacts on targets, reporting to the operations manager
- Inputting into the strategic plans for the business and the crescents master plan

Operational Excellence

- Promoting teamwork and motivation
- Ability to make good decision making process and outcomes
- Responsible for maintaining high standards, leading by example.
- Allergy champion for the team
- Ensures the venue operates, smoothly, calmly but delivers a vibrant, innovative feel for all who visit
- Supporting the university's strategic plan
- Responsible for the continued training of the team

Health, Safety & Legal

- Knowledge and experience of food safety and health and safety in a food business
- Responsible for implementing and maintaining compliant health and safety and food safety in the business Responsible for Record keeping (i.e., temperature checks). Food safety legislation; taking temperatures of food or fridges and freezers, using correct probe attachment, and recording the readings on the correct documentation.
- Recording planned cleaning tasks on documents. Recording any wastage of stock. Filling in the bar log to document information relevant to the sale of alcohol.
- Operate, clean, and maintain all equipment safely and in accordance with training including dishwashers, fridges, freezers, cooking equipment etc.
- Ensure all areas of the work environment are hygienic, tidy, and free of hazards at all times and work in a way to minimize risks to health and safety and security of self and others.
- Ensure all cleaning products and any other substance that could cause risk is used according to the CO.S.H.H
- Have a full understanding of the fire evacuation procedure.

Working Hours

- This full-time role will develop and manages an operation that will cover week and week-end work by the team

- Perform any other duties appropriate to the grade as may be required by the Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with university policy;
- This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person Specification

Qualifications

	The successful candidate should have:	Essential/ Desirable	Tested by* A, I, P, T
1	The successful candidate will have a relevant qualification or being progressed or demonstrate knowledge through experience.	E	I

Background & Experience

	The successful candidate should have:	Essential/ Desirable	Tested by* A, I, P, T
3	Experience of managing a team in a fast paced environment	E	I
4	Barista or Bar supervisory experience	E	I
5	Experience of Supporting the Senior manager professionally managing a team with recruitment, appraisals, disciplines, training	D	I

Knowledge

	The successful candidate should have demonstrable knowledge of:	Essential/ Desirable	Tested by* A, I, P, T
6	An understanding of legislation and compliance	E	I
7	Working in a busy café / bar / restaurant environment	E	I
8	Working with and understanding budgets	D	I
9	Good decision making	E	I

Skills & Competencies

	The successful candidate should demonstrate:	Essential/ Desirable	Tested by* A, I, P, T
9	Excellent people skills and organizational skills ensuring ability to multi task	E	I
10	People focused and can develop a team	E	I
11	A great communicator who can set standards and lead by example	E	I

A = Application form, I = Interview, P = Presentation, T = Test
