



Being there for *you*  
and *your family*

**PERSON SPECIFICATION**

**POST: Retail Catering Manager**  
**DEPARTMENT: Business Development**

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>How &amp; When</b>
<b>Education / Qualification</b>	<ul style="list-style-type: none"> <li>• NVQ Level 3 in hospitality &amp; catering</li> <li>• GCSE grade A to C/4 to 9 or equivalent</li> <li>• Health and Safety and Advanced Food Hygiene or Equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Business or financial qualification</li> <li>• Train the trainer</li> <li>• Health &amp; Safety qualifications</li> <li>• COSHH</li> </ul>	Certificates/ Application
<b>Skills / Abilities</b>	<ul style="list-style-type: none"> <li>• Able to think Strategically looking at future planning and development</li> <li>• Strong and proven leadership skills and develop future leaders</li> <li>• Working to and setting financial targets</li> <li>• Ability to inspire your team to deliver best service possible</li> <li>• Ability to stay calm under pressure</li> <li>• Ability to delegate</li> <li>• Good communicator</li> <li>• Organised</li> <li>• Ability to identify and exploit commercial opportunities</li> <li>• Ability to identify commercial F&amp;B offerings that are creative whilst remaining within budget</li> <li>• Able to implement systems and consistent standards to ensure quality of product and service</li> <li>• Excellent Oral and Written Skills</li> <li>• IT Skills Excel/Word/E Mail</li> <li>• Implementing change</li> </ul>	<ul style="list-style-type: none"> <li>• Experienced in the development and implementation of a F&amp;B strategy</li> <li>• Understanding of financial profit and loss accounts</li> <li>• Understanding of branding and brand development</li> </ul>	Application  Assessment Centre/Interview  References

<b>Experience</b>	<ul style="list-style-type: none"> <li>• Commercial acumen</li> <li>• Good food knowledge</li> <li>• You will have recent significant experience of working in a retail catering setting</li> <li>• Managing multiple site catering outlets</li> <li>• Contract catering</li> <li>• Demonstrable experience of leading service improvements</li> <li>• Customer relations</li> <li>• Budget Management</li> <li>• Coaching and mentoring teams</li> <li>• Managing staff and dealing with HR related matters</li> <li>• Operating and increasing a profit driven café/hospitality service without compromising on quality</li> <li>• Experience of using and managing EPOS systems</li> </ul>	<ul style="list-style-type: none"> <li>• Experienced of working with volunteers</li> <li>• Experienced in operating mobile catering outlets and events</li> <li>• Experience with social media and marketing of a brand</li> </ul>	Application  Assessment Centre/interview  References
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Dietary and Allergen awareness</li> <li>• HR processes and procedures</li> <li>• Fully conversant with HACCP</li> <li>• Financial awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Hospitality trends</li> </ul>	Assessment Centre/interview  Interview
<b>Motivation and personal attributes</b>	<ul style="list-style-type: none"> <li>• Able to contribute to LOROS' Values &amp; Behaviours</li> <li>• Team player</li> <li>• Excellent interpersonal skills</li> <li>• Can do will do attitude</li> <li>• Innovative</li> <li>• A passion for delivering excellent service and standards</li> <li>• Flexible in your approach and have the ability to work on own initiative</li> <li>• Entrepreneurial</li> </ul>		Assessment Centre/interview  References