



Being there for *you*
and *your family*

PERSON SPECIFICATION

POST: Retail Catering Manager

DEPARTMENT: Income Generation

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

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