



*Being there for you  
and your family*

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Retail Catering Manager</b>
<b>RESPONSIBLE TO:</b>	<b>Director of Income Generation and Business Development</b>
<b>HOURS OF WORK:</b>	<b>37.5 hours per week, with flexibility dependant on requirements</b>
<b>LOCATION:</b>	<b>LOROS Hospice, with frequent travel to retail sites across Leicestershire</b>

### **JOB PURPOSE:**

To innovate, develop and deliver profitable quality multi-site retail/commercial catering services owned or operated by LOROS Hospice, maximising operational and financial performance of existing catering outlets and driving revenue growth through new commercial opportunities, whilst maintaining the reputation of LOROS.

Accountable for the success of a commercially viable retail catering offering, achieving key revenue and performance targets, ensuring standard operating procedures and robust processes are in place across all elements of food and beverage.

### **DUTIES AND RESPONSIBILITIES:**

1. Work with the Business Development Team in the delivery of retail catering across the LOROS retail catering estate. Responsible for identifying and implementing required changes, monitoring/measuring and reporting their success.
2. Through Café Managers, oversee the effectiveness of kitchen production for all areas, including cost and staff resources, whilst ensuring the standards specified are achieved to deliver excellent customer service and reputation.
3. Take appropriate action to manage and coach Café Managers to achieve operational and financial performance criteria and targets, remediating underperformance where required.
4. Work in conjunction with the Business Development team and Director of Income Generation and Business Development in the development and delivery of new innovations, products, offers and services.

5. Ensure the successful implementation of menus, recipes, production processes to ensure that food and beverage is prepared, cooked and presented to agreed standards.
6. Work alongside the marketing department in creating 'special offers' to increase retail sales and build a regular customer base
7. Produce finance and performance reports for the senior management team on a monthly basis.
8. To utilise the EPOS till system to monitor sales, marketing initiatives, and creating targets.
9. Oversee staffing levels and task delegation to ensure they are appropriate in all areas, at all times, whilst working to an agreed labour percentage.
10. Develop and mentor the team to ensure continual improvement, including new areas of practice, recipe development and food offerings/menus.
11. Oversee the administration requirements of the kitchens.
12. Ensure standard operating procedures and robust processes are in place across all elements of food and beverage (purchasing, production, stock management, health and safety, menu design, rostering, finance, service delivery)
13. Have overall responsibility for the retail catering team.
14. Attend various internal and external meetings, representing LOROS and the retail catering department.

To provide cover for any of the retail catering units if required

### **Food, Health and Safety / Legislative Compliance**

1. Ensure that all work areas and equipment are in excellent working order / repair at all times and managed in line with LOROS guidelines and Health and Safety procedures.
2. Ensure that all areas within the cafes and mobile drinks unit, are in line with full legislative compliance to achieve excellent standards, meeting the current food safety standards.
3. Attain and maintain 5\* food hygiene ratings at all food premises.
4. Pre-empt and manage organisational, sector and legislative changes, taking appropriate action to ensure continued compliance.
5. Review existing LOROS Food Safety documentation and Food Safety Hazard Analysis and Critical Control Points Policy updating where necessary for inclusion with Organisational Operational Policies.

6. Be responsible for providing evidence of good food hygiene practices during unannounced Environmental Health Officer inspection visits. Where recommendations are made, implement changes and document them as appropriate.
7. Undertake regular audits of catering processes/paperwork to ensure all current safety standards are being met. Keep a record of the findings from audits, where recommendations are made, implement changes and document them.

### **Management of Staff**

1. Manage human resource activity for the catering and hospitality teams in conjunction with the Director of Income Generation and in line with LOROS policies and procedures.
2. Recruit and select permanent and casual staff in line with budget and business needs.
3. Ensure staff completion of mandatory/essential for role training
4. Proactively monitor and manage staff and team performance. Actively engage with staff and be sensitive to potential issues before they arise. Address all staff related issues of performance, disciplinary, grievance and sickness absence seeking advice as necessary from the Director of Income Generation and the HR Team.

### **Finance**

1. Achieve the gross profit percentage for food and staffing as agreed.
2. Ensure all food cost controls are adhered to, regularly monitored and action plans / innovations put in place to remain on budget.
3. Submit proposed staffing and food budgets for the Retail Catering services to the Director of Income Generation for review and submission to the Senior Management Team.

### **GENERAL:**

All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.

Maintain and protect the LOROS brand and reputation at all times.

To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.

All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Co-operate with their employer as far as is necessary to meet the requirements of the legislation.

All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

**The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.**

Signed..... Date.....  
**Postholder**

Signed..... Date .....

**Line Manager**