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|  **JOB INFORMATION** |
| JOB TITLE | **Head of Operations (Food & Beverage)** |
| LOCATION | **Various UK/European locations/head office** |
| REPORTS TO | **Director of Catering** |

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| OVERALL PURPOSE OF JOB |
| Reporting to the Director of Catering you will be part of a front facing, fast paced, evolving event-based Food and Beverage operation, focusing on delivery and commercial development.Delivery will be through the developmental management of personnel in relation to F&B delivery at events/fixed venues, brand activation, recruitment, logistics and compliance.Commercial development provides you with the opportunity to both demonstrate and blend your business acumen, creativity and industry knowledge to deliver positive commercial outputs in environments that are challenging and ever-changing |

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| MAIN DUTIES AND RESPONSIBILITIES |
| * Be accountable for the operational delivery of all departments/functions within the catering division; including the management and development of all policies, procedures and processes.
* Develop and manage the operation delivery of our franchisees, including monitoring of operational standards, brand activation, menu development.
* Manage the Event Operations Managers, the Logistics Manager and the Staffing Manager ensuring that all training adds value to the division or wider FEP group, and performance monitoring delivers KPI’s consistently.
* Deliver SMART business planning and budget forecasting as required by the Catering Director.
* Collaborate with the Finance Manager to produce BI reports for events, venues, products, brands, and assets within agreed time frames; ensure all KPIs are relevant to the commercial development of the division and data is presented in a clear and accurate manner.
* Maintain close control on costs ensuring allocated budget areas are adhered to, reporting and making recommendations for operational efficiencies where appropriate.
* Be accountable for all compliance aspects within the catering division, taking remedial action where required.
* Develop, manage and implement a sustainable recruitment and training strategy for all departments with the catering division.
* Manage the IT requirements for the division ensuring that all current and future needs are planned for; solutions must deliver a positive ROI.
* advise on designs and spatial layouts of refurb and new build of franchised outlets.
* Identify, deliver and track all incremental revenue opportunities regarding workforce feeding, people, power supply, outlet movement, brand activation, equipment hire.
* Liaise with the client, where appropriate, ensuring that business values and operational standards are upheld.
* Managing the menu development for franchisees and all departments, ensuring all food is of the highest quality and focusing on margins, cost control and procurement.
* Any other duties that may be required from time to time for the smooth running of the business.
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| KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED |
| **Essential*** 3yrs + proven experience as head of operations or equivalent position within the F&**B** industry
* Proven track record regarding excellent operational delivery within a high volume, transient F&B setting
* Proven track record regarding YOY commercial achievements within a high volume, transient F&B setting
* Demonstrate good performance management skills with proven ability to develop team to their full potential; a natural people person comfortable with coaching and conflict resolution
* Demonstrate strong understanding and working knowledge of key financial management information and reporting procedures;
* Previous experience managing third party contractors
* Proven ability to analyse data and report onwards in a clear and meaningful way;
* Proven ability to effectively manage multiple projects end to end; able to demonstrate good attention to detail; excellent organisation skills with ability to make clear decision making skills at all times
* Pragmatic process-driven approach to problem solving; ensuring the operation is pro-active and forward thinking not reactive;
* Strong communication, inter-personal and negotiation skills, with the ability to communicate up and down, both internally and externally;
* Good working knowledge and practical application of Health and Safety legislation;
* Good working knowledge and practical application of Food Safety legislation;
* Good level of literacy and numeracy (GCSE Maths and English at grade C as a minimum), and proven ability to forecast, manage and deliver budgets;
* Good ICT skills, particularly in Excel (intermediate);
* Current UK driving licence.

**Desirable*** Previous experience working in event industry in a similar role.
* Previous experience planning menus in a high-volume F&B setting
* Previous experience managing or overseeing logistical movements.
* Previous experience planning kitchen/workspace flows.
* Knowledge of transport legislation
* Knowledge of warehouse operations
* Knowledge of catering equipment
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| **PERSONAL CHARACTERISTICS** |
| * Energetic team Player;
* Flexible, resilient, calm when working under pressure;
* Methodical, pragmatic, logical problem-solver, good attention to detail;
* Dependable, honest, good sense of humour;
* Output driven and customer focused
* Able and willing to stay away from home as required, predominantly at weekends
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| **BEHAVIOURS & VALUES FRAMEWORK** |
| The Group works to the following Behaviours and Values and these are expected from all employees, managers and directors of the organisation:* We are driven to deliver.
* Open and honest team
* Always promote good practice
* Personal accountability
* Courage to challenge
* Work as one team
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| **AGREEMENT – SIGNED BY:** |
|  | **PRINT** | **SIGN** | **DATE** |
| **LINE MANAGER** |  |  |  |
| **EMPLOYEE** |  |  |  |