**Job Description**

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| Function: | Catering Manager | |
| Position: | Retail and Events Supervisor | |
| Job holder: |  | |
| Date (in job since): | 01/03/2025 | |
| Immediate manager  (N+1 Job title and name): | TBC, Retail and Events Managers | |
| Additional reporting line to: | TBC, Operations Manager | |
| Position location: | Royal Botanic Garden Edinburgh | |
| Heritage Portfolio is looking to recruit a team of experienced retail and events supervisors for the Royal Botanic Garden Edinburgh, which is a key venue within the Scottish portfolio, this role will drive commercial success and implement service excellence across all elements of the contract but with a primary focus on the commercial and internal events operation as well as the day catering, retail operation.  We are looking for an inspirational and creative leader with experience with a high-volume catering operation. The role will deputise for the retail and events managers and will operationally lead the retail and events offering within the main John Hope Gateway building, Terrace Café, mobiles units and the Caledonian Hall, working alongside the other retail managers, supervisors and kitchen teams. The role is 100% operational and requires a high level of attention to detail and collaboration with the RBGE onsite teams as well as the Operations Manager to regularly review process and procedures.  Heritage portfolio was founded in Edinburgh in 2002 and since then has consistently produced outstanding catering and [event services](https://www.heritageportfolio.co.uk/events/) for private party, private dining, [wedding](https://www.heritageportfolio.co.uk/weddings/) and corporate clients throughout the UK. We have also offered exceptional 'in-house' [cafe services](https://www.heritageportfolio.co.uk/cafes/can-we-run-your-cafe/) in some of Britain's leading visitor attractions, where we have developed a loyal repeat customer base.  Many of our business clients and [venue partners](https://www.heritageportfolio.co.uk/venues/) have worked with us, and only us, throughout the past decade and more, because they know they can put their faith in our unwavering commitment to the highest possible standards of cooking, service and imaginative event delivery.  Our mantra is ‘building a business to be proud of’, and as we grow and flourish in the world of [bespoke events](https://www.heritageportfolio.co.uk/events/party-stories/alice-in-the-wonderland-the-most-magical-21st-birthday-party/) and weddings, we still remain true to our original ethos: to provide an amazing experience that goes beyond the remarkable food we serve. | |
| 1. Purpose of the Job – State concisely the aim of the job. | | |
| * Maximise the profitability of the contract within area of responsibility and deliver the required results * Lead, develop, manage and motivate a high performing team to the agreed standards ensuring that the client receives services of the highest quality, reviewing SOPs on an annual basis, meeting the mystery guest results of in excess of 90% * Ensure that the retail team are fully trained in compliance and on site specific training as per site agreed timelines * Ensure that staffing rotas, weekly payroll processing is accurate and in line with budget * Ensure that the retail teams are performing to the standards as set out in within the retail KPI elements of the contract, working closely with the operations manager * Working to high standards of cleanliness * Full management of food safety, health and safety and allergen management of the John Hope Gateway; including the annual review and refresher training for staff and supervisors * Work closely with the Retail Manager on cross training of the retail teams and succession planning * Lead, coordinate, interview and onboard all new starts * In conjunction with the Operations Manager and Head of Operations, review the retail offer- ensuring that we are meeting the terms within the contract using locally sourced Scottish products, sustainably sourced ingredients and “home made” items reflective from the Kitchen Garden * Premises Manager for the John Hope Gateway | | |
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. | | |
| * Daily sales circa £5,000 low season to £20,000 peak season | | |

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Full day to day operational management of the retail and event operations as per rota rotation * Daily, weekly and monthly completion of all compliance paperwork * Weekly safety walks recorded and passed to the management team for input * Ensure that the team are meeting the agreed service, cleanliness and compliance standards * Support with the implementation of seasonal offers and promotions * Support with the review of departmental SOPs and operating processes * Retail areas are performing within the constraints of the contract and meeting the budgetary targets * Ensure that all staff are fully trained and compliant with Sodexo processes |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Growth, client and customer satisfaction**   * Identify that all catering team members are following the SOPs * Ensure that all interactions with customers, clients and colleagues are friendly and professional * Ensure that the working area is clean, tidy and organised throughout the day, looking at the areas from a customers perspective * Ensure that the team are fully briefed on the days activities and any special events that are happening with in the gardens. * Ensure that at the end of the day, the retail and event spaces are set up as per the SOP or for the next day or event and close down procedures are followed   **Rigorous management of results**   * Ensure that all shifts are posted and processed at the end of each day through Human Force * Ensure that all compliance paperwork is completed throughout the day and checked at the end of the day * Work closely with the retail and event managers on process, quality and checking of paperwork * Ensure that careful management of catering teams in quiet times is managed effectively   **Leadership and people management**   * Support with the recruitment, induction and training of new starts * Attend an annual review with your line manager * Attend training and development courses as required * Operational leadership of the day to day operation   **Innovation and Change**   * Continuous professional development in industry * Engage in planning activity for all commercial catering areas * Attend regular meetings with your line managers   **Brand Notoriety**   * Promote Heritage Portfolio as the preferred employer, internally and externally, adhering to the HPL recruitment policies and raise the profile of HPL in local communities, building relationships with key stakeholders * Promote the health and well-being of employees * Drive all aspects of service excellence across the business area including brand integrity, quality, compliance, corporate social responsibility, and service standards.   **Planning and Organising**   * Plan and prioritise workload and tasks effectively for self and others to minimise relativity, maintain a work life balance and ensure the right number and calibre of personnel are allocated to logistics tasks |

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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Ensure there is a positive team culture where all team members work together and support each business area as required. * Develop long-term client relationships in line with the ‘clients for life philosophy’ to enhance the retention of current clients and customers, gain referrals for new business and attract new customers. * Service Standards across site are either in line with or above our client’s expectations and reviewed on an ongoing basis. |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Essential**   * High standard of literacy and numeracy * Operational focussed * Highly developed verbal and non-verbal communication skills * Deliver excellence in operational service standards and customer satisfaction * Excellent interpersonal skills and ability to communicate effectively with customers, clients and employees at all levels * Achieve set, standards and operate to performance criteria, for example health and safety, hygiene * Self-motivated and able to work on own initiative within a team environment * Personal License Holder   **Contextual or other information**   * Travel and overnight stays will be required to undertake training and business requirements * To relieve and assist in other establishments in certain circumstances. * To attend meetings and training courses as requested   This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| 9. Management Approval – To be completed by document owner |
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| 10. Employee Approval – To be completed by employee |
| |  |  |  |  | | --- | --- | --- | --- | | Employee Name |  | Date |  | |