

DELAWARE NORTH UK POSITION PROFILE

Position Title: Manager I, Concessions UK Known As: Concessions Manager		Job Code: L212
Status: Salary	Grade: L2	Direct Reports: Yes
PURPOSE		
<p>To ensure the effective operation of Concessions, across all relevant areas of the location / venue through effective leadership of the concession managers and the casual support team.</p> <p>To drive the day-to-day operations throughout concessions estate in accordance with the Delaware North values, standards, and Health & Safety. Lead by example, engaging all associated stakeholders through clear, professional management and regular communication.</p> <p>Effectively manage cost lines so as to adhere to agreed financial planning parameters (summary areas to include labour planning, stock to cash analysis, food and beverage costs lines and any other associated cost)</p> <p>To align the Delaware North business with the Client vision, whilst achieving both the Delaware North overarching objectives and the Locations commercial targets</p>		
ESSENTIAL RESPONSIBILITIES AND DUTIES		
<p>Operational Delivery</p> <ul style="list-style-type: none"> • To work collaboratively with the Head of Concessions, the concessions team and culinary team to implement the effective operational delivery and financial planning to achieve departmental budget. • To develop a record of sales on an event-by-event basis to enable future events to be planned more effectively. • To achieve the agreed budgeted targets and maintain commercial focus on all aspects of the concession's operation, including taking corrective actions where necessary. Areas of focus to include event day labour, event day stock to cash analysis, wastage, stock levels. • To continually improve both the customer experience and the business performance by using the available business measures and tools to create and implement action plans, by taking the learnings after each event, and review with the Head of Concessions. • To maintain an awareness of the local marketplace and relevant competitors, and to ensure that the customer journey is appropriate for each event. • To communicate and train the agreed standards effectively to the variable workforce and to ensure that they have all the information they need to achieve the expected standards, adhere to health & safety policies and operate effectively. To monitor these standards on every day through to event days and take corrective actions as applicable. • To review the effectiveness of standards through liaison with team and customers through: Standard operating procedures, Menu specifications, Training records, Specification cards – written and visual, GuestPath® audit results 		

- To make recommendations on a regular basis to the Head of Concessions on how to develop and improve standards across your area of remit. To become champion of GuestPath® for the department, to effectively implement new and existing initiatives in line with the programme of continuous improvement.
- To effectively deliver the match day operation and other events as per London Stadium 185 requirements by:
 - Manager and team leader welcome and briefing
 - Team and partner liaison
 - Customer liaison
 - Operational organisation on the floor
 - Lead area delivery of all work streams
 - Stock management
 - Operating Standards
- To engage with third party contractors and ensure that they are delivering in accordance with the Delaware North values, standards, and Health & Safety.
- To ensure that all areas are completely set up in advance of each event, efficiently and effectively cleaned down after each event in line with agreed standards and timelines, and that par stocks of equipment and consumables are maintained (food, beverage, consumables)
- To ensure all operating standards as detailed in the company's operating standards are followed by all staff.
- To conduct regular 'operational reviews' with the direct team to continuously improve all aspects of the delivery model.

People

- To work with the Delaware North recruitment team to ensure that a culture is fostered whereby Delaware North staff are engaged at the venue for all events and to ensure that the process is fully supported by assisting with:
 - Welcome Days
 - Assessment Days
 - Food Preparation Assistant training
 - GuestPath® training
 - Standard operating procedure training – Food and beverage products and equipment
- To support with the Talent Acquisition team in all hiring processes to ensure we attract and recruit the best talent.
- To support the onboarding, training and development all members of the Concessions team, employed and casual, to drive a culture of high performance where guest service is the number one priority in all activities.
- To undertake casual workforce scheduling where necessary to support Concessions operations delivery using the time and attendance system.

Financial

- To ensure that all aspects under your charge deliver on budgetary requirements as required.
- To develop profit and loss accounts for individual areas, to maximise profitability.
- To drive continuous improvement of transactions and "spend per head" at all events

- To follow all company processes and procedures pertaining to finance, payroll and purchasing to enable accurate post event reporting. To follow up on any discrepancies in 'real time' to resolve and improve rigor to safeguard the business.
- To effectively manage operating costs by using all equipment and products in accordance with company and manufacturers guidelines

Communication

- To have a strong relationship with senior business leaders and provide administrative assistance when needed
- Ensure regular communication to foster clear and concise transfer of information to build a honest and open working relationship.

Legal, Safety and General

- To ensure all legal requirements are met and records are up to date for audit purposes. To ensure that the operation is operated in accordance with current knowledge and practice, management and measurement of all areas of responsibility including company regulations relating to the following areas:
 - Health and Safety
 - Food Hygiene
 - Fire Regulations
 - Licensing Laws
 - Sales of goods / Trading Standards
- To specifically adhere to, lead on and support all 'Post COVID-19 Working Safely' practices.
- As part of the fulltime team responsible for successful day to day management of the venue.
- To ensure that the business continues to be delivered in a safe manner at all times.

GuestPath

- Implementation of GuestPath, developing localised collateral for training, implementing processors, conducting self-assessments, and reporting to the team.
- As part of the Management Team be an ambassador for Delaware North (UK) Values and Mission statement and champion the GuestPath message always.
- Ensure that the principles of the Delaware North Guest Path program are followed at all times. Conduct regular self-audits to ensure that we maintain and continuously improve on a high standard of the guest experience.
- To deliver on any other reasonable request of Senior Management from Delaware North.

PERFORMANCE MEASURES

- Demonstrating delivery of concession event day operations, whilst ensuring profitability and managing cost lines such as variable labour and food and beverage cost.

- Maintaining strong reputation within the marketplace through providing efficient and effective customer service, providing food and beverage product to the highest standard whilst following known market trends.
- Managing an organised casual management and frontline service team, ensuring they are motivated and represent Delaware North appropriately.
- Delivery of events that provide strong sales and revenues.

JOB CONTRIBUTION & PROFESSIONAL COMPETENCIES

General Scope:

- Manages service/ support, professional associates, supervisors and/or assistant managers.
- Is accountable for the performance and results of a team.
- Adapts departmental plans and priorities to address resource and operational challenges.
- Decisions are guided by policies, resources and business plan; receives moderate guidance from manager. Provides subject matter guidance to associates, colleagues and/or customers .

Functional Knowledge

- Requires a comprehensive understanding of internal and industry standards and principles.

Business Expertise

- Integrates industry best practices in own area to achieve objectives.

Leadership

- Manages generally homogeneous teams of professional level or below; adapts plans and sets priorities to meet service and/or operational challenges.

Problem Solving

- Identifies and resolves moderately complex business problems.

Impact

- Impacts the level of service and the team's ability to meet quality, volume and timeliness of objectives. Guided by department policies, resource requirements, budgets and the business plan.

Interpersonal Skills

- Guides, influences and persuades others internally and/or externally.

Talent Development

- Understands self and associates' strengths, weaknesses, and interdependencies; creates development and learning opportunities to support development plans.

Collaboration & Teamwork

- Ensures that the purpose, integrity and importance of the team are clarified; guides the setting and execution of specific and measurable team goals and objectives.

Championing Guest Needs

- Utilises systems, processes, and procedures that ensure positive guest experiences.

Innovation

- Encourages and values innovative ideas, perceptions and suggestions; seeks out others to foster an innovative work environment.

Action Management

- Develops and implements business goals while remaining flexible in responding to unexpected or day-to-day changes.

DESIRED EXPERIENCE & REQUIRED FUNCTIONAL EXPERTISE

Education Requirement: A'Levels

AND/OR

Total years' experience: 3 - 5

Years of Management experience: 2 - 5

Essential Experience:

- History of working within a high-volume retail catering sales environment
- Experience of working in a fast-paced environment, demonstration of a self-starting and problem-solving character.
- Experience in managing large teams and teams that are made up of casual employees.
- Demonstration of working with technology platform that support business knowledge and process.

Desirable Experience:

- Has worked within a large stadia environment.
- Provides demonstration experience of motivating, coaching and guiding large teams with a strong casual workforce influence.
- Has a keen interest in food and beverage trends, in particular retail and street market trends.
- Provides examples of working with technology platforms and effective management of these platforms within an operational environment.

WORKING CONDITIONS

Your normal place of work is location based.

You will have a home location, but you will be asked to work across the business in line with business needs.

All aspects of Government advice regarding safe working environments will be adhered to, including:

- COVID-19 risk assessment completed.
- Cleaning, handwashing and hygiene procedures adopted.
- Comprehensive working from home policies.
- social distancing measures adopted.
- Transmission risk measures adopted.

