

DELAWARE NORTH UK POSITION PROFILE

Position Title: Manager I, Commissary		Job Code: L210
Discipline: Commissary		
UK Known As: Back of House Manager		
Status: Salary	Grade: L2	Direct Reports: Yes

PURPOSE

The Back of House Manager will be responsible for the back of house areas for the implementation of systems and structures outlined to them: Cleanliness and tidiness of all Back of House areas according to the company guidelines provided. Support of delivery of Back of House services to support the hospitality and culinary teams. To report any maintenance issues of Delaware North assets and facilities at the venue for to the appropriate manager.

They will be taking full control of assets, managing the budget, analysing stock levels and forecasting on spend year on year. Assisting management teams with set up logistics for events as well as creating Back of House standards of procedure manuals.

ESSENTIAL RESPONSIBILITIES AND DUTIES

Operations

- Ensure all BOH staff are supervised at all times and are adhering to the safe working practices.
- Ensure the cleanliness, tidiness and signing off, of all Back of House areas according to the standard guidelines set out.
- Ensure all kitchen areas are kept ready for service and fully stocked as event day arrives.
- Ensure there is a clear and understood process for all cleaning pre, during and post event day.
- The carrying out of daily/weekly inspections that have been implemented.
- Responsible to develop SOP'S within all areas of Back of House department adhering to Company and Government guidelines.
- Distribution of cleaning products and chemicals to the necessary areas on site.
- Pre-positioning of Cutlery Crockery and Glass to support events.
- Report any Back of House or maintenance issues to the Head of Culinary or appropriate manager.
- To support and undertake the management of all equipment maintenance under the responsibility of Delaware North and ensure it is registered and recorded in an efficient manner.
- To support the completion of accurate stocktaking.

- To ensure all administrative duties are accurately completed in a timely manner including but not exclusively timesheets, orders, invoicing.
- Ensure Back of House areas are maintained, secure, clean and tidy at all times.

People

- Booking of variable porters in line with financial and budgeted timelines.
- Liaise with the People Team regarding the booking of all porters, both in house and external suppliers working within allocated budget.
- Support recruitment and training with welcome days and other recruitment and training activity as required.

Financial

- Responsible for managing the departmental equipment budget and sourcing all necessary equipment and materials.
- Responsible for room set up analysis.
- Keeping record of all breakages of all stock and light equipment and reordering where necessary.

Strategic

- Attend any relevant tradeshow to ensure we are well equipped have good relationships with suppliers.

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
- As part of the fulltime management team responsible for successful day to day management of the venue
- To ensure that the operation is delivered in a safe manner at all times

GuestPath

- 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

To have the ability to plan, operate and manage processes accurately, whilst managing a variable team. They should have experience with high-pressure environments and understand the urgency and high level of attention to detail that is required in the events industry.

Key deliverables of the role are ensuring implementation of systems and structures around the main functions of cleanliness and tidiness, Support of delivery of Back of House functions and reporting of maintenance issues.

Possesses the ability to multitask and prioritise workload effectively.

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: 0 - 1

Essential Experience:

- Previous experience in a high volume logistically challenging environment.
- Evidence of strong people management skills and leadership qualities with strong communication and written skills.
- Advanced IT and accounting skills with experience in purchasing systems.
- Team leadership, training, and delegation skills.
- Knowledge and experience with manual handling.

Desirable Experience:

- Forklift License
- Understanding of administration and information of suppliers and suppliers.

WORKING CONDITIONS

Your normal place of work is venue 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.

