

# Hospitality Co-ordinator (Events & Commercial Catering)

Reference No:	A5080		
Service:	Facilities Management Services		
Job Family:	Hospitality/Catering	Grade:	FC7

<b>Purpose</b>			
To assist the Team Manager in delivering a quality, cost effective and efficient Catering, Cleaning, and Event service within designated facilities.			
To ensure that the facilities are compliant in relation to fire and Health and Safety requirements and assume the Person in Control role.			
To ensure that the service provided meets required service standards.			

**Task or Responsibility** - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Undertake monitoring and inspection of units to ensure compliance with service standards, operating procedures and Health & Safety legislation.

To monitor and investigate issues in relation to labour costs, food costs, cleaning materials costs.

Monitor budgets, highlighting variances in expenditure.

Action new policies and procedures ensuring compliance with any legislative matters.

Ensuring all Health and Safety Risk Assessments, including fire risk assessments, manual handling assessments are carried out and taking any remedial actions required.

**Person Specification: Skills, Knowledge, Qualifications or Experience** - Criteria can apply to more than one task or responsibility

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Educated to SCQF level 7 which includes HNC or Advanced Highers or equivalent	✓	
Significant post qualification experience at supervisory level	✓	
Experience in both Catering & Cleaning	✓	
Experience in staff environment	✓	
Familiarity with IT Packages	✓	
Working knowledge of Food Hygiene regulations, Health and Hygiene and Health and Safety legislation	✓	
Knowledge of building compliance requirements	✓	

## Role Profile

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Liaising with various agencies, such as Police and Fire Service, following premises inspections ensuring effective strategies are implemented and maintained to effect required or recommended improvements.			
Undertake when necessary, induction training for new staff. Identify the development needs of employees and assist with the training of staff accordingly.  Assist in Personnel matters including disciplinary and grievance procedures at the appropriate level.	Ability to travel at short notice to other Fife Council establishments  BICs Certificate or equivalent  Customer Care Awareness  Manual Handling Training	✓   ✓  ✓	✓
Assist in the evaluation of new products, equipment, methods of work etc.  Assist in menu compilation, where appropriate.  Develop and support promotional and marketing initiatives, identifying new business opportunities and income streams.			

## Role Profile

<p>Undertake administrative procedures.</p> <p>Collect income from units, when required and carry out appropriate banking and depositing procedures.</p> <p>Undertake periodic checks on floats and cash held within units.</p>	<p>Numeracy Skills ✓</p> <p>Literacy Skills ✓</p> <p>Budgetary Awareness ✓</p> <p>Organisational Skills ✓</p>		
<p>Liaise with Clients and respond to any enquiries, comments and complaints from customers. Report Complaints to Team Manager / Complaints Officer.</p> <p>Maintain effective communication, correspondence and working relationships with all staff and customers. Deal with complex events and customer requirements such as funerals and other life events. Respond to any emergencies that may occur.</p>	<p>Excellent communication skills for both internal and external contacts. ✓</p> <p>Flexible approach to working hours ✓</p> <p>Highly motivated and able to work on own initiative ✓</p>		
<p>Assist with the effective control and provision of labour.</p> <p>Assist with the recruitment of staff in accordance with policy and procedures.</p> <p>Identify the development needs of employees and deliver training to staff accordingly, including induction and skills training. Where no supervisor is on site i.e. Lone Workers, the Hospitality Co-ordinator will assume those responsibilities.</p>	<p>Ability to provide a regular and effective service ✓</p> <p>Marketing &amp; Promotional Skills ✓</p> <p>Familiarity with Food legislation ✓</p> <p>Awareness of Health &amp; Promotion Initiatives in Commercial sector ✓</p> <p>Interview Skills ✓</p>		
<p>Ensure the unit adheres to the approved quality control procedures and operate to approved Service Level Agreements.</p> <p>Identify areas of concern, e.g. Falling sales, poor quality of food, customer dissatisfaction, falling cleaning standards and take remedial action in conjunction with Line Manager.</p>	<p>Management qualification ✓</p> <p>Current, valid driving license ✓</p> <p>Multi outlet and commercial experience in both Catering and Cleaning ✓</p>		
<p>Act as Supervisor / Cook in Charge in the absence of regular staff, in exceptional circumstances.</p>	<p>Food production qualification ✓</p> <p>Diploma in food Hygiene ✓</p>		

## Role Profile

Assist in the organisation and implementation of Bar and Function requirements.		
Extract computer held records on employees for Attendance Management purposes.	Experience in staff environment	✓
Investigate conduct issues and present findings to Team Manager.	Presentation Skills	✓
System Management - Daily Management of the corporate Saffron and Oracle system.	Have good IT Skills and be proficient in the use of Microsoft Office Packages.	✓
Nutritional Compliance – Analyse menu’s to ensure compliance with allergen regulations.	Ability to interpret and analyse detailed information and able to present the information in the most suitable format for the intended audience.	✓
Liquor Licencing - take on the role of Premises Licence Holder and ensure all liquor licensing regulations are followed.	Personal licence holder	✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.		

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>

**Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required**

**Before confirming appointment:** You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

**Additional Information – the following information is available:**

- Skills Framework (if applicable)
- **How** we work matters

**Expected Behaviours**

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.