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**JOB DESCRIPTION**

## **Job Title:**

Head of Catering & Hospitality

## **Reports to:**

Chief Operating Officer

**Hours:**

36.5 hours per week, 5/7 days

**Salary:**

Starting at £42,000 per annum, depending on experience

**Background:**

The Ironbridge Gorge Museum Trust is an industrial heritage organisation which operates ten museums and manages multiple historic sites within the Ironbridge Gorge World Heritage Site in Shropshire, England, widely considered to be the birthplace of the Industrial Revolution.

The Trust operates various on-site catering outlets including the newly built Furnace Kitchen in Coalbrookdale. As well as our visitor catering offer, the Trust also offers Conference and Banqueting facilities across the sites.

**Location:**

All Ironbridge Gorge Museum Trust sites.

**Function:**

This is an excellent opportunity to enhance your senior management career in a prestigious environment. As Head of Catering and Hospitality you will lead a large catering and hospitality operation for an independent Charitable Trust. providing an extensive food and drink offering across our sites. This is a great opportunity for the right candidate to showcase their leadership skills and develop the catering & hospitality sector within this charitable organisation.

This position will suit an innovative senior operator, who is passionate about food quality, high standards of service and developing strong supplier & customer relationships to take the business to the next level.

**Duties Include:**

* control and monitor the financial performance of the units and maintain costs within pre-budgeted targets
* ensure all food is freshly prepared and to a high standard
* establish and maintain satisfactory relationships with individuals at all levels within the Trust
* implement and maintain the statutory and company standards of hygiene, health and safety and take any action as necessary
* supervise catering and waiting staff at functions
* plan menus in consultation with the Head Chef
* recruit and train permanent and casual staff
* organise, lead and motivate the Catering Team
* budget and establish financial targets and forecasts
* regularly monitor the quality of the product and service provided to customers
* monitor labour spending levels
* interact with customers if involved with Front of House operations
* liaise with suppliers and clients achieving the best prices while maintaining quality
* ensure compliance with all fire, licensing and employment regulations
* maximise sales and meet profit and financial expectations
* oversee the management of facilities, e.g. checking event bookings and allocation of resources and staff
* plan new promotions and initiatives, and contribute to business development
* deal with staffing and client issues
* keep abreast of trends and developments in the industry, such as menus or trends in consumer tastes.

**Person Specification / Skills & Experience:**

* previous experience in a senior catering general management role, with high expectation of service standards
* demonstrate experience of leading hospitality and events
* excellent customer focus and ability to communicate at all levels
* experience of managing a large team and operation within a prestigious environment
* strong attention to detail and passionate about service development
* good financial awareness
* passion for delivering great food and service
* strong adherence to Food Hygiene and Health & Safety
* the ability to think on your feet and take initiative
* tact and diplomacy
* administrative ability and IT literacy
* an appreciation of customer expectations and commercial demands
* stamina and the ability to work under pressure
* a well-organised approach to work
* flexibility and the ability to solve problems in a pressurised environment
* customer-facing experience
* drive and determination to improve standards and profitability.

**Staff Reporting Directly:**

* Catering Managers
* Head Chef
* Catering Team
* Conference & Banqueting Team.

**Budgets Held:**

* Catering Budget
* Conference & Banqueting Budget.

Signed (postholder): …………………………… Printed: ……….………….…….. Dated: …………..….

Signed (director): ……………………………… Printed: ……….………….…….. Dated: …………..….

**This job description is subject to periodic review.**