**Job Description**

Job Title: Catering Assistant

Reporting to: Guest Experience Department Managers and Team Leaders

Line Manager: Assistant Guest Experience Manager - Catering

Salary: £12.32 per hour

Hours: Permanent: 35 hours (5 Days a week, including one day working from home and one weekend day)

Application Deadline: 21st February 2025

*This job description statement describes the general nature and level of work to be performed by the employee(s) assigned to this job title. It is not intended to be construed as an exhaustive list of all required responsibilities, duties and skills. The Beatles Story is open to revising this job description as necessary and will do so in consultation with the job holder at the appropriate time, ensuring your voice is heard*.

**THE PERKS**

* 30 days Holiday Annual Leave (pro-rata for part-time employees)
* A travel pass for local public transport: trains, buses, and ferries.
* Birthday Holiday after 12 months of service – “Today it’s your birthday!” incentive.
* Length of Service Benefit – additional days holiday for every five years of employment.
* Discounts in our Fab 4 Shops and Café
* Allocated complimentary tickets to the Exhibition for friends and family

**ROLE PURPOSE**

The purpose of the Catering Administrator role is to support the Assistant Guest Experience Manager - Catering in achieving exceptional product standards and ensuring seamless operations within the catering department. This involves overseeing stock management, product development, and compliance with allergen and display standards while maintaining accurate records and systems. The role demands effective communication with team members and suppliers, managing orders, stock control, and reporting, addressing supply issues and maintaining cost efficiency. With a focus on continuous improvement, the Catering Administrator also contributes to policy reviews, procedural monitoring, and developing individual capabilities and team effectiveness to enhance the overall guest experience.

**Key Responsibilities:**

* To work alongside the Assistant Guest Experience Manager - Catering to achieve the highest standard of product, both licensed and bespoke, and support where needed in product development.
* To replenish the stock by checking weekly sales data for both cafes.
* Communicate effectively with all Guest Experience Management and Catering Team Members to ensure that all new product information is provided and to provide delivery information updates, if necessary.
* To update Allergen guides as and when new products are introduced or recipes amended.
* To produce product specification sheets on each menu item to advise on the cooking and display standards.
* Generating orders and receiving goods onto the stock control system.
* Ensuring that the back-office system is updated by discontinuing any products we will no longer stock.
* Assist with regular stocktaking counts.
* Adding new product lines to stock control systems.
* Ensuring that cost and retail prices are updated and in line with the current GP margin.
* Forecasting orders based on analysis of catering sales figures, seasonal activities and events.
* Transferring goods from site to site - internal transfers.
* Stock receipts and stock issues processing.
* Producing Catering Reports as and when requested.
* Wastage control.
* Handling supply/production problems that may arise.
* Invoice cross-checking process.
* Ensuring that the PO system is updated with all the relevant information.
* To build and maintain customer relationships with existing and potential suppliers via email and telephone.
* Attend supplier and departmental meetings.
* To monitor and communicate any online sales via the website, including but not limited to Afternoon Tea bookings and Ploughman Lunches.
* To assist in reviewing Policies and Procedures within the Catering Department.
* To assist in monitoring that all Catering Paperwork is being recorded correctly.
* To be responsible for the Catering Department PPE and requesting orders as and when required.
* To conduct weekly Catering Consumables checks and request orders as and when required.
* Development of personal capabilities through ongoing training, as provided by the company or elsewhere. This is subject to company approval.
* To work one day a week on the floors alongside the catering team. This is to assist with familiarity with the daily operations of the team.
* To carry out any other duties which naturally fall within reasonable expectations of the role.

**YOUR SKILLS**

* Must have excellent communication skills.
* Must have solid teamwork skills and the ability to support others whilst working independently and using initiative.
* Must be able to work to deadlines.
* Must be self-disciplined, well organised and efficient, flexible and proactive.
* Be able to problem solve and implement best solutions.
* Knowledge of Microsoft applications (Word, Excel, Outlook).
* Positive attitude to learning and development within the role.

**The role holder may be required to undertake any other appropriate duties as deemed necessary.**

**PERSON SPECIFICATION – Catering Administrator**

**Note to Applicants: Essential requirements are marked with ‘E’. Desirable criteria are marked with ‘D’.**

| **CRITERIA** | **REQUIREMENTS** | **METHODS OF ASSESSMENT** |
| --- | --- | --- |
| **Experience, Knowledge and Skills** | Strong interpersonal and communication skills **(E)**  Experience working in a Catering environment **(E)**  Able to work under pressure in a fast-paced environment and deliver excellent customer service. **(E)**  Works well within a team environment and strives to support and champion colleagues **(E)**  Good time management skills **(E)**  Adaptable and flexible **(E)**  Able to take Management direction and feedback **(E)**  Knowledge and /or experience of working with Health & Safety procedures **(E)**  Experience working with EPOS Management or CRM systems **(E)**  Experience using Microsoft platforms such as Word, Excel, Outlook **(E)**  Experience of managing administration tasks **(E)**  Allergen Awareness **(D)** | A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A,I |
| **Education/**  **Qualifications** | GCSE qualification or higher in Maths **(E)**  Food Hygiene Qualification **(E)**  First Aid Qualification **(D)** | A  A  A |

**Key to Assessment Methods: A – Application, P Presentation, I – Interview.**