

## **Events & Catering Manager**

**Reporting to:** General Manager

**Expected Salary:** Competitive

**Contract:** Full time

**Hour of Work:** 37.5 hours per week, including unsociable hours outside of the standard 9am-5pm.

**Closing Date:** Wednesday 18 December 2024

**Location:** The Cloud County Ground, New Writtle Street, Chelmsford, Essex CM2 0PG

### **Personal Specification**

- An experienced operator with in-depth knowledge of the Stadia market
- Experience of both retail and event operations
- Emotionally intelligent
- A proven leader with the ability to create strong teams
- An effective communicator, able to succinctly communicate with employees from all levels of the business
- Calm approach under pressure
- Attention to detail
- A planner with the ability to action plans
- Logical and objective
- Collaborative approach
- Strong influencer

### **Knowledge, Skills and Attributes**

- Natural creative and innovative flair with a genuine love of food and an eye for detail
- Broad ingredient knowledge, in addition to knowledge of local food trends and history
- Awareness of site capabilities
- Excellent people management skills, with a desire to share knowledge and best practice
- Collaborative and directive management skills
- Outstanding communication and presentation skills, including the ability to actively listen
- Knowledge of Excel, Word and Microsoft Outlook
- Industry awareness from high street to high-end restaurants, with an awareness of competitors for benchmarking purposes
- Ability to multi-task
- Professional, motivated, driven, flexible and enthusiastic
- Works consistently to high standards

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- Works on own initiative and under pressure
- Ability to innovate solutions and effectively prioritise workload
- Strives to continuously learn and develop self and team
- Completes and finishes projects and tasks on time and to brief
- Able to build and maintain a close working relationship with suppliers and the procurement department
- Demonstrates a passionate food culture to clients and peers

#### **Main Duties**

- Responsible for an excellence standard of service and quality across all catering areas of the business
- Management of all operations to ensure all events held at Essex Cricket are delivered to a high standard
- To be responsible for preparation of all financial reporting for senior management team, and to ensure Essex Cricket is compliant with all required certification
- Coach and mentor on-site team to achieve operational effectiveness and excellence
- To become the Essex Cricket personal licence holder for all matchdays and events

#### **Communication**

- Responsible for reviewing activity at the venue via regular meetings with a wide range of departments at the Club
- Drive the delivery of a high- performance culture
- Responsible for communicating with internal departments to ensure all catering requirements are met,

#### **Driving Performance**

- Monitor weekly profit and loss and forecasting
- Report monthly figures to Finance Director, identifying and explaining variances to budgets and forecasts
- Liaise with the Club's Finance Department to ensure timely and accurate financial reporting
- Manage and control costs within the agreed budget, preparing contingency plans, when and where appropriate
- Achieve and surpass budgets for each financial year
- Ensure policies and procedures are in place to achieve and support agreed service standards
- To be aware of and ensure that those responsible to you are aware of all legislation that is relevant to your work. Ensure that all legal requirements are met including: Licensing, Health and Safety at Work, COSHH, Environmental Health, Fire Precautions and any others
- Manage adherence to Club policies for all those responsible to you

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### **Innovation**

- Take responsibility for the introduction of new initiatives which add value and create an environment for change
- Work collaboratively with the Commercial Team to create and drive new revenue streams across the catering department

### **Developing People/Working with Others**

- Manage the recruitment, training and performance of the catering/bar staff, ensuring effective performance in each role
- Ensure all catering staff requirements are met to be able to successfully deliver any events held at Essex Cricket
- Provide practical assistance, when necessary, to promote the smooth running of the business on an on-going basis
- Conduct regular performance reviews with the team, ensuring appropriate training and development is provided

### **Setting Direction**

- Ensure operational activities meet administrative requirements, in respect of health and safety, legal stipulations, environmental policies, and general responsibilities of duty of care, in addition to the Club's best practice
- Champion customer focus throughout the business

### **Personal Attributes**

The successful candidate will need to be:

- A strong and authentic leader
- A genuine and effective people manager
- Resilient
- A commitment to learning (own and others)
- Diplomatic approach
- An effective listener
- Strong communication skills: an engaging public speaker; articulate in both written and spoken language
- An effective delegator with a commitment to empower others
- A commitment to continuous improvement
- An effective decision-maker
- An excellent influencer and negotiator
- Ability to inspire and motivate others
- Sound independent judgment
- Honest, with integrity & accountability
- Able to balance conflicting priorities and manage own time effectively

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Essex Cricket is committed to safeguarding and protecting the children and young people that we work with. As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. We ensure that we have a range of policies and procedures in place which promote safeguarding and safer working practice across our services.

Essex Cricket will ensure that all existing and potential employees receive equal consideration and is committed to the elimination of unlawful or unfair discrimination on the grounds of age, gender, gender reassignment, marital or civil partner status, disability, race, colour, ethnic or national origin, religion/belief or sexual orientation.

*This role profile is not exhaustive; it will be subject to periodic review and may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process, and we would aim to reach agreement to the changes.*

To apply please complete the Essex Cricket application form supplied and return to [vacancies@essexcricket.org.uk](mailto:vacancies@essexcricket.org.uk).

Closing date for applications is Wednesday 18 December 2024.

All applications will be reviewed once received and interviews will be held on a rolling basis for any candidates with the relevant qualifications, experience and right to work.

Essex Cricket reserve the right to close the application process prior to the advertised closing date should a suitable candidate be identified.

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