



Position Description

Position Title: Training & Development Manager
Department: People Operations
Location: Head Office - Garforth
Reporting to: Head of People Operations
Date Prepared: 01/11/2023

CGC Event Caterers is a long established caterer with decades of experience in the hospitality industry. We operate at venues of all sizes and have exclusivity at prominent sporting, entertainment and cultural locations across the UK and is also the European Catering Division for ASM Global, the global leader in the delivery of live entertainment and events.

In the UK, we operate at the following venues:

- Eight Yorkshire Racecourses including the world famous York Racecourse
- Yorkshire Event Centre – Harrogate
- The Sun Pavilion – Harrogate
- Lincolnshire Epic Centre – Lincoln
- LNER Community Stadium – York
- Theatre Royal and Concert Hall – Nottingham
- The Halls - Wolverhampton

POSITION PURPOSE

This post is responsible for developing & delivering the training programme for the CGC F&B division. This role encompasses not only the short-term overview of the training schedule but also the implementation of a successful long term training solution which will be expanded across the wider group.

You will work within a team of People Coordinators this means you will occasionally be required to support with other areas of the People operations team.

KEY RESPONSIBILITIES

- Create and implement induction plans for casual workers
- Highlight potential training needs in relation to new & current colleagues, and work in conjunction with the People Operations team to accommodate this.
- Create & deliver practical training sessions for each venue capturing all styles of F&B service
- In conjunction with the recruitment team plan periodic F&B inductions & service training for all new starters.
- Ensure all training records are always up to date including levelling system
- Issue and manage all aspects of the online training platform within CGC.
- In conjunction with People Coordinators, ensure compulsory H&S training is completed by all
- Manage the CGC/York Racecourse Academy and plan a training programme with the objective of developing future managers & chefs
- Encourage team working and effective communication with colleagues
- Continually update training material where necessary
- Undertake other duties as may be reasonably requested of your post, such as operational F&B management in areas on site
- Support in any operational staffing areas of concern within the business to enhance service

PERSON SPECIFICATION

- F&B experience is essential
- Works well under pressure
- Experience of working within a fast paced and multi-faceted catering organisation
- Excellent written and verbal communication skills, including presentation skills
- Ability to prioritise and complete projects within deadlines



Position Description

- Self-starter with excellent organisation skills
- Excellent computer skills including Microsoft Word, Excel and Time & Attendance systems
- Full driving licence

BENEFITS

- Competitive salary
- 25 days holiday
- Life assurance
- Pension
- Healthshield - Health cash plan
- My Perks – brand discounts
- Free on-site parking
- Employee Assistance Programme

GENERAL INFORMATION

The requirements of the business are such that it is necessary to have a high degree of flexibility and therefore some evening and weekend work will be required and some business-related travel to be able to work at our venues and operational sites will be required. Additionally, there will be occasions where the incumbent will be required to work on group wide programmes and at other venues operated by ASM Global.

To apply, please complete the [CGC Application Form](#) as soon as possible, noting the closing date is 10 November. Good Luck!