



# Position Description

**Position Title:** Deputy Head of F&B Operations  
**Department:** Outside Catering  
**Location:** Head Office - Garforth  
**Reporting to:** Operations Director  
**Date Prepared:** 25/07/2024

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
- LNER Community Stadium – York
- Theatre Royal and Concert Hall – Nottingham
- The Halls – Wolverhampton
- Large scale bespoke events

## **POSITION PURPOSE**

The post is accountable for the successful operations in all aspects of food and drink customer service throughout the CGC Outside Catering Events business. A catering and hospitality professional with hands on approach and strong business acumen is essential to drive the operational and commercial standards forward.

## **KEY RESPONSIBILITIES**

- Work with the management team to deliver successful day to day operations, customer service and review performance of the business at outside catering and venues.
- Manage Heads of F&B to provide inspired and effective development.
- Deliver excellence in operational performance at all events, including food and drink GPs, wage % and stockholding to targets.
- Successfully control Health and Safety and Food Safety to a high standard providing direction and support in conjunction with the H&S Manager and company EHO.
- Build and nurture excellent working relationships with clients.
- Deliver key events and operations as and when required to support the management team.
- Support in delivering/mobilising projects to timescale.
- Operate as a Champion for the Guardians of Grub food wastage initiative. Driving agreed reduction targets and encouraging improved ways of working.
- Implement Standard Operating Procedures for the business.
- Menu development alongside Head of Outside Catering
- Help ensure new K-Stock procedures are adopted and adhered to by all team members
- All other duties as assigned by the Operations Director, Head of Outside Catering & Venues and Director of Racing
- Delivering financial targets and KPI's

## **PERSON SPECIFICATION**

- At least 3 years' experience in multiple Food and Beverage operational management
- Entrepreneurial flair and business acumen
- Strong interpersonal, negotiation and communication skills
- Sound knowledge of budgeting and margin control



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- Strong leadership skills
- Computer literate and IT experience

### **BENEFITS**

- Discretionary bonus, subject to agreed KPIs
- 25 days' holiday
- Life assurance
- Pension
- Healthshield - Health cash plan
- Free on-site parking
- Colleague 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 also at other venues operated by ASM Global.