



Position Description

Position Title: Head of F&B Yorkshire Event Centre
Department: Outside Catering
Location: Yorkshire Event Centre - Harrogate
Reporting to: Head of Outside Catering
Date Prepared: 19th July 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

POSITION PURPOSE

To ensure that events at the Yorkshire Event Centre are planned and run to meet the customer and client requirements.

KEY RESPONSIBILITIES

- Lead the management and staff team in the delivery of a professional, efficient and cost effective catering operation at Yorkshire Event Centre and various venues as required;
- Ensure we facilitate all events at Yorkshire Events Centre and events outside YEC to the highest standards of catering, delivery and customer and client satisfaction;
- Full operating target responsibility for relative events;
- Responsibility for achieving KPI's and tasks to assist with achieving overall Company objectives;
- Complete event day flash reports;
- Monthly forecast reporting requirements to be submitted within set deadlines;
- Ensure event billing is completed and submitted promptly for customer invoicing;
- To ensure that the Standard Operating Procedures (SOP's) of CGC Event Caterers are adhered to at all times;
- To communicate with relevant departments leading up to and during events, such as the sales administration team, Accounts, HR, Production Kitchen and Facilities;
- To ensure adherence to all company food safety and health and safety protocols;
- Provide and promote excellent customer service acting as an ambassador for the Company;
- Recruiting local staff and training;
- Custodian of Guardians of Grub data.

PERSON SPECIFICATION

- At least 3 years' experience within the Event/Hospitality Management industry, ideally in a similar role involving leading a team.
- Financially aware with knowledge of catering budgets, margins, cost of sales and fixed and variable costs.
- Minimum level 2 Food Hygiene qualifications and knowledge (current certificates). Willing to work towards level 3.
- First aid at work qualification or willing to work towards
- IOSH qualification or willing to work towards



Position Description

- Excellent communication skills in leading a team
- Creativity and flexibility
- Ambitious and self-motivated individual, able to work under pressure to deliver
- Excellent customer service skills
- A full clean driving licence is required along with own transport

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 flexible approach and therefore some business-related travel to be able to work at our venues and operational sites will be required.