



Position Description

Position Title: Technical Operations Executive
Department: Commercial and Tech
Location: Head Office, Garforth
Reporting to: Commercial Procurement Director
Working hours: 48 hours
Date Prepared: 18th 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

POSITION PURPOSE

To be responsible for the daily operation and logistics of all F&B business systems to ensure reliability, availability and the performance meets the business needs and requirements to deliver F&B revenue and growth across both CGC and ASM Global UK venues.

KEY RESPONSIBILITIES

- Responsible for the UK asset management and technology logistics.
- Lead onsite technical support, setup and the coordination of the Technical Operations Team, in collaboration with the Business Systems Executive.
- Implement, lead and police best practices striving for operational excellence within the Technical Operations Team.
- Create a framework for all troubleshooting within the F&B Technology remit.
- Coordination of the ASM Global EPOS system to ensure business continuity.
- Assist with any backend database configuration as and when required.
- Support the Commercial Procurement Director EU in innovation and mobilization projects.
- Collaboration with F&B technology partners to implement the delivery of the technology roadmap consisting of development, NPD, AB testing.
- Delivery and coordination of internal technology stack roadmap with OKRs methodology with both long-term and short-term objectives.
- Continuation and development of all cashless venues with the objective to become industry leaders within this tech stack.
- Post event operational analysis and reporting to provide insight on agreed KPI metrics.
- Coordination of a blueprint program for training purposes.
- Adapt commercial awareness to support all operational decision-making processes driving revenue growth and operational excellence.
- There may be requirements to collaborate with the CGC inventory team and cash management team. Our Technical Operations Team will be multi-functional across these business areas.

PERSON SPECIFICATION



Position Description

- Good IT technical operational or engineer background will be advantageous.
- Experience in EPOS, PSP, E-Commerce, SAS modeling and IT infrastructure.
- Understands the train and trainer model for operational end users.
- Experience in coordination of event day team members within the hospitality industry.
- Self-starter with excellent coordination skills.
- Excellent communication and stakeholder engagement skills.

BENEFITS

- 25 days' holiday
- Life assurance
- Pension
- Healthshield - Health cash plan
- Free on-site parking
- Colleague Assistance Programme
- Colleague Referral Programme

GENERAL INFORMATION

The requirements of the business are such that a high degree of flexibility is necessary and therefore some evening and weekend work 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 CGC.