



Position Description

Position Title: Training & Development Manager
Department: People Operations
Location: Head Office - Garforth
Reporting to: Head of People Operations
Date Prepared: 06/03/2023

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
- LNER Community Stadium – York
- Theatre Royal and Concert Hall – Nottingham
- The Halls - Wolverhampton

POSITION PURPOSE

This post is responsible for the development and delivery of training programs for the CGC F&B business but also working with the wider ASM Global venues in the execution of training programs to drive consistency in brand standards and service excellence. This role encompasses not only the short-term overview and execution of the training schedule but also the implementation of a successful long-term training solution.

You will work as part of the People Operations department, who are responsible for ensuring the right people, with the right skills are placed in the right areas and venues to ensure operational success. You'll need to work closely with the team to ensure we're developing the teams to have the right skills to achieve operational success. Your role will involve supporting the team on event days where required, to assess training in practice and to support the assessment of further training needs.

KEY RESPONSIBILITIES

- Create and implement induction plans for casual workers.
- Highlight potential training needs in relation to new and existing staff, and work in conjunction with the People Operations team to accommodate this.
- Manage and coordinate the CGC training budget with a clear expenditure framework.
- Create and deliver practical training sessions for each venue capturing all styles of F&B service (Retail/Hospitality/Culinary) in line with SOPs.
- Development of digital training collateral.
- In conjunction with the recruitment team plan periodic F&B inductions and service training for all new starters.
- Ensure all training records (including compliance) are always up to date including the bronze, silver, gold academy accreditation levels.
- Issue and manage all aspects of the online training platform within CGC.
- In conjunction with People Coordinators, ensure compulsory compliance training is completed by all e.g. Health & Safety, Manual Handling, Food Hygiene and Allergens.
- Manage the CGC/York Racecourse Academy and plan a training programme with the objective of developing future managers and 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 assisting with ad hoc operational F&B management in areas on site
- Troubleshoot any operational staffing areas of concern within the business, to enhance service

PERSON SPECIFICATION



Position Description

- Qualified to CIPD L&D or alternative training accreditations.
- A proven track record in training and development within a food/hospitality service organisation.
- A solid grounding in Train the Trainer frameworks.
- Able to create training content to support different learning styles.
- A strong communicator, able to influence and persuade senior stakeholders.
- Enthusiastic, people person with ability to give clear instruction.
- Hands-on training approach.
- Excellent written and verbal communication skills, including presentation skills.
- Ability to prioritise and complete projects within deadlines.
- Self-starter with excellent organisation skills
- Excellent computer skills including Microsoft Word, Excel, Powerpoint and Time & Attendance systems
- Full driving license

BENEFITS

- 25 days' holiday
- Life assurance
- Pension
- Healthshield - Health cash plan
- 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. 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.