

JOB DESCRIPTION

NATIONAL COAL MINING MUSEUM FOR ENGLAND

This position is employed by National Coal Mining Museum Trading Limited, a subsidiary dedicated to supporting the National Coal Mining Museum Trust Ltd. The principle activities of the Trading Company are the provision of catering and conference facilities, retailing gifts, souvenirs, and educational items associated with the mining industry.

Your post is designed to contribute to our Strategic Objectives

1. POST DETAILS

Title : Catering Manager

1.1. Location: NCMME, New Road, Overton, Wakefield

2. REPORTING TO:

- Head of Commercial

3. SUPERVISORY RESPONSIBILITIES:

- Sous Chef
- Front of House Assistant
- Front of House Assistant (Casual)

4. OVERALL PURPOSE OF THE POST:

To oversee the operational and financial aspects of the museum's catering offer, ensuring the highest standards of food and service are delivered to customers. This role is crucial in maintaining the museum's reputation as a destination for both local audiences and visitors from afar, as well as for doing business.

As the Catering Manager, you will lead a team in overseeing the day-to-day operations of the museum's catering offer. Your responsibilities will include budget management, cost control, pricing, menu development, ingredient sourcing, inventory management, and overseeing catering for special events, conferences, wedding receptions, other group catering and pop-up catering.

5. SPECIFIC TASK AREAS:

5.1. General Duties:

- Maintain control over food costs, inventory management, and kitchen budgets to achieve financial targets.

- Review and develop innovative and appealing menus that reflect seasonal ingredients and take into consideration dietary requirements.
- Establish and enforce high standards of service quality and delivery to achieve an excellent customer experience.
- Ensure compliance with health and safety regulations and food hygiene standards. Regular audits will be conducted to uphold quality standards and ensure continuous improvement in all aspects of the museum café's operations.
- Foster a positive work environment that promotes teamwork, creativity, and professional development.
- Maintain high standards of health and safety including food hygiene in accordance with key statutory provisions and licensing requirements.
- Implement and enforce standard operating procedures to streamline kitchen operations and enhance efficiency.
- Oversee food procurement, including sourcing suppliers, negotiating contracts, and managing vendor relationships.
- Collaborate with the Head of Commercial to plan, develop, and execute a diverse range of special food events.
- Collaborate with the commercial team to manage hospitality for conferences, wedding receptions and other special events including group travel, evening dinners and birthday parties.
- Oversee operation of the bar as needed, ensuring responsible service of alcohol and delivering a high standard of customer service.
- Plan and manage catering pop-ups at events, adapting to different service environments and ensuring a smooth customer experience.
- Manage our secondary on-site catering outlet, maintaining consistency across catering areas.
- Manage staffing and rotas to ensure appropriate and cost-effective levels of staffing.
- Supervise, manage and develop kitchen and front of house staff to provide high standards of customer service and service delivery.
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5.2. Other Duties:

- Undertake other duties at a comparable level of responsibility when required.

5.3. Special Features:

- Regular weekend and Bank holiday work required, with some evenings.

6. PERSONAL CONTACT:

6.1. Internal:

- All members of the Museum staff and volunteers
- Directors of the Trading Company

- Museum Trustees

6.2. External:

- Museum visitors
- Clients
- A range of external stakeholders
- External contractors, and consultants.

7. PERSON SPECIFICATION

Criteria	HOW IDENTIFIED
Qualifications/Training	
Essential <ul style="list-style-type: none"> • Food hygiene certificate • OND or HND catering qualification, or equivalent experience. Desirable <ul style="list-style-type: none"> • Certification in first aid and/or health and safety training. 	A
Experience	
Essential: <ul style="list-style-type: none"> • Proven experience in a Chef Manager or similar leadership role. • Comprehensive understanding of culinary techniques, food preparation methods, menu planning and recipe development. • Demonstrated financial understanding, budgeting, cost control, and financial management principles. • Experience in managing a team of staff including recruitment, induction, training, workforce scheduling, and performance management. • Experience of catering for functions and events. Desirable: <ul style="list-style-type: none"> • Experience of managing catering operations for large conferences or weddings. 	A/I
Skills/Knowledge	
Essential: <ul style="list-style-type: none"> • Strong leadership and team management skills. • Excellent interpersonal and communication skills with the ability to work with people from different backgrounds. • Excellent organisational skills, with the ability to prioritise tasks and adapt to changing priorities. 	

Criteria	HOW IDENTIFIED
<ul style="list-style-type: none"> • Ability to work on own initiative, manage conflicting priorities, and remain calm, enthusiastic, and professional under pressure. • Attention to detail and commitment to upholding quality standards. • Strong computer skills including Microsoft Office. • Flexibility and adaptability to work in a dynamic and fast-paced environment, with some evening and regular weekend work required. 	A/I
Personal Qualities	
Essential: <ul style="list-style-type: none"> • Confident, articulate and well presented • Innovative and creative • Personal resilience • Ability to stay calm and lead under pressure • Results-oriented and high level of drive for performance and improvement • Flexibility in approach and attitude • Passionate in promoting the vision/mission and achieving the aims of objectives of the Museum and the Trading Company • Personable with an ability to quickly build effective relationships with peers, colleagues, partners and stakeholders at all levels 	A/I

Key:

A Application form
I Interview

8. HEALTH AND SAFETY:

8.1. In accordance with sections 7 and 8 of the 1974 Health and Safety at Work Act ensure the health and safety of all staff and resources within the post-holder's area of responsibility, i.e. delegated responsibility in relation to the post-holder's duties and personal responsibilities.

8.2. In addition, the Management of the Health and Safety at Work Regulations 1992 detail the following:

- Employees must inform their employer or supervisor of any work situation that might present a serious and imminent danger to health and safety.
- Employees must inform their employer or supervisor of any shortcomings in the health and safety arrangements, even when no danger exists.

9. EQUAL OPPORTUNITIES:

9.1. The post-holder's duties must at all times be carried out in accordance with the Museum's Equal Opportunities Policy and other policies designed to protect employees or the Museum's users from harassment.

9.2. It is the duty of the post-holder not to act in a prejudicial manner towards the Museum's users or employees. The post-holder should also counteract such practice or behaviour by challenging it or reporting it.