

JOB DESCRIPTION

POSITION	Catering Development Manager
REPORTS TO	Director of Resources
DEPARTMENT	Corporate Events
DIRECT REPORTS	Head Chef, Assistant Food & Beverage Manager
CONTRACT	Permanent, Salaried, Full time (37.5 hours)

VISION, MISSION AND VALUES

Our Vision

A Scotland where all people value science and technology to inform decision making, empower individuals and enrich lives.

Our Mission

To be an essential bridge between citizens and science and technology. To inspire people of all ages to explore and understand the world around them, to discover and enjoy science and understand its relevance to their own lives.

Our Values

Are at the heart of our business and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **We strive for excellence** to be the best we can be to make a positive impact on society.
- **We are inclusive** and want to make GSC a welcoming, respectful and supportive community for everybody.
- **We innovate** by being proactive, inquisitive and always ready to learn and improve.
- **We collaborate** to build relationships with our community to empower and support lifelong learning together

COMPANY CONFIDENTIAL

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ROLE PURPOSE

To lead a significant redevelopment of GSC's food and beverage offer for both our dynamic events programme (conferences, large-scale drink receptions, awards dinners and science events) and our public catering offer (in our café, coffee shop & concessions) to create high quality experiences while maximising the financial return for GSC.

KEY RESPONSIBILITIES

Events Programme

- To work with the Senior Events Manager and Head Chef to lead the redevelopment of the events catering offer with the aim of maximising both client satisfaction and financial return.
- To collaborate with the Senior Events Manager, events team and Head Chef to plan and manage a diverse portfolio of events within GSC, including day conferences and evening events.
- To attend meetings with corporate event clients to offer input and creative suggestions throughout the planning process to enhance the event experience.
- To oversee and manage all aspects of event delivery, including set-up, staff briefings, service and derig.
- To secure the required staffing for event delivery, by coordinating with the Head of Operations and/or the use of agency staffing to allow us to meet financial targets.
- To keep up to date with trends in the events industry and reflect these in production style and service delivery.

Public Catering Offer

- To redevelop our public catering offer to improve the service for our visitors, maximise throughput, and thereby drive increased revenue in our three areas: café, coffee shop, and concessions.

- To work with the Head of Operations to ensure that staff within all public catering offers are adequately trained to achieve the required service standards.
- To work with the Head of Operations to ensure appropriate levels of staffing in all areas to allow us to meet financial targets.

Other

- To manage the food and beverage team, including: demonstrating organisational and leadership skills with a hands-on style; line management of the Head Chef and Assistant Food and Beverages Manager; supporting in the management of the wider food and beverages team; identifying and filling skills gaps through training and mentoring.
- To develop and implement robust processes to ensure: health and safety and regulatory compliance; high standards of hygiene.
- To manage all operational aspects of the food and beverages team, including: procurement and stock management; maintenance of equipment; event set-up and breakdown; and where required, to work on the floor.
- To work with the finance department to: produce financial reports and budgets; react to new opportunities for income/profit generation; have P&L responsibility for catering on all events; oversee cash and credit transactions quickly and accurately within guidelines when required.
- To carry out other reasonable duties/tasks as required, to deliver and meet the objectives of your team and Glasgow Science Centre.

PERSON SPECIFICATION

Qualifications, Skills, Experience and Knowledge	Essential	Desirable
Extensive experience within a food and beverage focused conference/ events management role	X	
Experience in managing large teams	X	

Knowledge of financial procedures including cash handling, epos systems, budgets and reports	X	
Procurement, stock management, stock counts/controls	X	
Experience of hiring events equipment and agency staff	X	
Alcohol license knowledge / Personal License holder	X	

Personal Qualities

- An enthusiasm for delivering high levels of customer service, with a high degree of commitment to Glasgow Science Centre's mission, vision and values
- High standards with a passion for excellence and creativity in catering, events and customer service
- Strong interpersonal skills, including an ability to work with various departments across the organisation
- Strong problem-solving skills and ability to lead a team to success
- A willingness to work hard whilst under pressure.
- Ability to prioritise and take an organised approach
- Demonstrable respect for equality and diversity and the ability to promote equal opportunity practices.
- To be always presentable working in a clean professional manner, ensuring appearance is always at a 5-star standard.
- A flexible approach to meet overall deadlines and needs of GSC, including availability to work evening or weekends as required.