

Role Profile

Role title:	Catering Manager
Salary:	£32,042 - 35,237 per year
Full/Part Time:	Full-Time
Contract term:	Permanent
Accountable to:	Junior Operations Director
Accountable for:	1 Catering Assistant / 1 Intern / 10-15 core student team (Studying Staff)
Hours:	35 Hours per Week
Location:	Usually located at the main Students' Union Building
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK at the start of employment
Benefits:	We offer a great range of benefits. You can see them here .

Our Organisation

We are Manchester Students' Union, the biggest SU in the country, supporting over 40,000 students throughout their time at university. We help to make student life the best it can be by supporting students to campaign for change, creating opportunities to meet new people, providing employment opportunities, providing advice and support and being a safe place on campus.

We are a values-centred organisation that employs around 90 permanent, full-time members of staff. We recruit a wide range of roles throughout the year within all our departments from our Commercial team operating Manchester Academy Venues, 13 Media, Bar 532 & Kitchen and Corridor Coffee to our Student Activities, Student Engagement, Marketing and Communications, Finance, HR and Facilities teams. Our team of around 400 part-time, studying staff are instrumental in providing to support to all departments as well as leading major projects like Student Angels. When you join UMSU, you'll be immersed in an environment that empowers staff to make great things happen and we're always on the lookout for innovative, passionate, and proactive people to join us.

Our staff team is led by our senior leadership team who are instrumental in driving our strategy at UMSU. It's made up of our CEO, COO, 3 Directors and 2 Associate Directors. We are governed by our trustees and Exec Officers, you can find out more about that [here](#). All our permanent, full-time roles are graded (Grade A-E) which means that there is a clear path to your development and progression whilst at UMSU.

Our Organisational Values

Our values are really important to us and shape the work that we do every day. As part of our recruitment process, we want you to demonstrate how your experiences, behaviours and skills align with our values.

Our values are

- We put students at the heart of what we do
- We provide a ‘great experience’ service
- We believe in improvement and progression
- We are a community
- We are open and transparent
- We are inclusive

You can find more detailed explanations of our values on [our website](#).

Role Overview

The Catering Manager will lead the day-to-day operation of the Students’ Union’s catering offer, with responsibility for delivering a consistent, student-focused, financially sustainable and safe service across Corridor Coffee, the street food huts and supporting the 532 Kitchen service areas.

This role is central to the next stage of our catering development. You’ll manage and support our core catering team, including the Catering Assistant, intern and studying staff, ensuring shifts are well planned, outlets are ready to trade, standards are clear and the team are confident, motivated and well supported.

You’ll take ownership of operational planning, stock control, ordering, supplier coordination, food safety, allergen management, cash and till processes, and the day-to-day commercial performance of the catering outlets. The role will suit someone who is organised, hands-on and calm under pressure, with the confidence to make sensible trading decisions and keep service moving during busy periods.

Working closely with the Junior Operations Director, kitchen team, marketing, finance and wider commercial colleagues, you’ll help develop menus, promotions, events and new ideas that respond to student demand, improve the customer experience and drive revenue. The Catering Manager will also play a key role in building a positive team culture where studying staff can learn, progress and take pride in delivering a great service.

Key Result Areas

Responsible For	Contributor To
Day-to-Day Catering Operations: Leading daily trading across catering outlets, ensuring each area is set up, staffed and ready to deliver a consistent, high-quality service.	Overall Catering Performance: Supporting the Junior Operations Director to deliver financial, operational, student experience and sustainability goals.
Team Management & Delegation: Planning shifts, setting expectations, delegating tasks and supporting the Catering Assistant, intern and studying staff to perform well.	Studying Staff Development: Creating opportunities for student staff to build confidence, skills and employability through coaching, feedback and clear standards.
Stock, Ordering & Supplier Coordination: Managing day-to-day ordering, stock levels, availability, deliveries, waste and supplier communication to protect service and margin.	Menu Development & Commercial Innovation: Contributing ideas for new products, promotions, seasonal offers and events based on student demand and trading data.

Responsible For	Contributor To
Food Safety, Health & Safety & Compliance: Ensuring food safety, allergen processes, COSHH, risk assessments, temperature checks and due diligence records are completed and acted on.	Ethical and Sustainable Practice: Supporting waste reduction, responsible purchasing, reusable schemes and improvements that balance affordability, quality and sustainability.
Till, Cash & Data Processes: Maintaining accurate till programming, product codes, pricing, cash handling, end-of-day processes and sales reporting.	Financial Control: Supporting gross profit, labour efficiency, waste control, stock accuracy and pricing discipline across the catering operation.
Customer & Student Experience: Maintaining friendly, inclusive and professional service standards, responding to feedback and ensuring outlets feel welcoming and accessible.	Marketing & Engagement: Working with marketing and front-of-house colleagues to promote offers, launches, events and student-facing campaigns.
Operational Planning & Events: Planning for functions, busy periods, term-time peaks, open days, graduation, external bookings and ad hoc commercial opportunities.	Continuous Improvement: Identifying practical improvements to service flow, product range, team routines, systems and reporting so the operation keeps progressing.

This is not an exhaustive list of responsibilities and you may be asked to carry out other duties appropriate to the role.

Organisational Stewardship & Leadership Responsibilities

- You'll contribute to commercial and catering planning, team objectives and the delivery of outlet-specific goals.
- You'll conduct and review risk assessments for catering activity and ensure day-to-day controls are understood and followed by the team.
- You'll work in line with the Union's financial framework, ensuring cash, stock, purchasing and financial paperwork are accurate, timely and appropriately recorded.
- You'll apply relevant policies and procedures confidently, escalating where needed and supporting staff to understand the standards expected of them.

Person Specification

Criteria	Assessed at:			
	Application Form	Interview	Interview Task	All
Education				
We accept candidates from any educational background.				

Skills & Knowledge				
Catering operations – experience of supporting or managing a busy catering, hospitality, retail food or customer-facing food operation.	✓	✓		
Team leadership – confident at planning work, delegating tasks, supporting performance and creating a positive team culture.	✓	✓		
Food safety and allergen management – confident applying food hygiene, allergen controls, due diligence records and safe working practices.		✓	✓	
Stock, ordering and supplier management – able to manage availability, stock levels, waste, deliveries and supplier communication effectively.	✓	✓		
Commercial awareness – understands sales, gross profit, pricing, waste, labour efficiency and how daily decisions affect financial performance.		✓	✓	
Till, cash and data accuracy – comfortable using EPOS/till systems, product codes, reports and accurate cash or end-of-day processes.		✓		
Communication – confident communicating with staff, students, suppliers, kitchen teams and colleagues, including during busy or pressured service periods.				✓
Personal Attributes				
Organised and proactive – able to plan ahead, prioritise, spot issues early and keep standards moving without needing constant direction.				✓
Coaching mindset – enjoys developing others, giving clear feedback and helping studying staff grow in confidence and capability.		✓		
Solution orientated – takes accountability, remains calm when things change and focuses on practical ways to resolve problems.				✓
Professional and kind – builds trust through reliability, fairness, consistency and a respectful approach to colleagues and customers.		✓		
Values & Behaviours				

Aligns with the SU's values and behaviours both personally and professionally.				✓
Insight driven – uses feedback, sales data, stock information and customer behaviour to understand impact and improve the catering offer.		✓	✓	
Collaborative – works well with kitchen, marketing, finance, facilities and wider Union colleagues to deliver shared goals.		✓		
Inclusive and accessible – actively considers different student needs, removes barriers and supports a welcoming environment for staff and customers.		✓		

Working Arrangements

We don't expect you to meet every criteria listed above.

We'll provide induction and operational training to ensure confidence across our catering systems, including food safety, allergen awareness, EPOS processes, cash handling, stock control, purchasing, risk assessments and day-to-day compliance checks.

You'll also receive support from the Junior Operations Director and wider commercial team, with on-the-job coaching around people management, planning, performance conversations, financial reporting and service improvement.

There will be opportunities for ongoing professional development in leadership, sustainability, student engagement, commercial planning and hospitality management, helping you grow with the role and contribute to the future direction of catering at the Union.

The Catering team is based in the Kitchen on the ground floor of the SU Building next to 532 Bar & Kitchen. You'll work 35 hours per week, usually Monday to Friday, with only occasional weekend days for key events such as Open Days or major Union activity.

Our Recruitment Process

The way that we recruit is designed to be fair, transparent and inclusive as well as being an enjoyable experience for everyone involved. You should expect to receive great communication and a warm, welcoming experience.

Every member of staff is recruited exactly the same way, by submitting an application form and attending an interview. We use a recruitment platform called StaffSavvy where you'll submit your application and book interviews, if successful.

Our process allows you to show us your authentic self, gives you a platform to display your skills and knowledge in relaxed and welcoming setting. We'll never put you under any necessary pressure on you, ask you trick questions or interrogate you in an interview and we'll support you all the way through our process.

Top Tip: our roles can be quite competitive, so we recommend applying as soon as possible as we often close applications early!

You can find more information about our recruitment process on [our website](#).