

Role Profile

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| Role title: | Kitchen Manager |
| Salary: | £31,600 - £34,700pa / Equivalent to: £17.36 - £19.06ph |
| Full/Part Time: | Full-Time |
| Contract term: | Permanent |
| Accountable to: | Jonny Allen |
| Accountable for: | Kitchen Team |
| 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 |
| 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 Kitchen manager will lead our culinary team, delivering high-quality, ethical, and budget-conscious dining options to our student community and our external guests visiting the campus and attending events at our Manchester Academy venues. This role oversees all kitchen operations, from menu development and ingredient sourcing to staff management and strict health and safety compliance, ideal for a culinary leader committed to creativity, inclusivity, and sustainability.

They will design diverse, seasonally inspired menus that meet the varied tastes and dietary needs of our students, incorporating local ingredients whenever possible. In addition to curating appealing dishes, the role includes managing and motivating the kitchen team to uphold the highest standards in cooking and presentation, while ensuring a positive and collaborative work environment.

Ensuring compliance with health, safety, and hygiene regulations is essential, along with conducting regular audits and maintaining thorough records. Responsibilities also encompass food purchasing, inventory control, and cost management, focused on waste reduction and efficiency within budgetary limits.

They will engage directly with students to gather feedback and improve dining experiences, collaborating with the Union’s marketing team to promote new items, events, and workshops. This position offers a rewarding opportunity to drive culinary excellence and enrich the student dining experience through leadership and sustainable practices.

Key Result Areas

| Responsible for | Contributor to |
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| Sales and Volume progression: Ensure a strong financial performance of the food operation at the Student Union by monitoring and ensuring dishes remain available; food quality is always at the core of what we deliver, and team are scheduled and available to cover the business opening hours. | The Financial success of catering department: Wider catering departments financial success and profitability via the success of the food operation in the catering department. |
| Health & Safety Compliance: Ensure strict adherence to health, safety, and hygiene regulations, with regular audits and accurate record-keeping. Monitoring safe practice – daily | Sustainability and ethicality: Contributing to the provision of a more ethical and sustainable students’ union |

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| due diligence compliance and ensuring the day to day operations meets food safety standards. | |
| Stock Management, Food Ordering & Budget Control: Manage food purchasing, inventory, and budget efficiency, with a focus on minimizing waste and working collaboratively with the team to maximise profitability. | Ideation and new concept proposals: Will contribute to proposals to expand and advance our offer across the Union by taking part in new concept planning and expansion strategies for new markets. |
| Menu Development: Work with Operations manager to create diverse, seasonally-inspired menus that cater to all tastes and dietary needs, prioritising local ingredients. Having a focus on freshly prepared and house made products for our Corridor Coffee café and food huts as well as fresh, inclusive dishes in our 532 kitchen. | Inclusive and collaborative culture: Will contribute towards a culture of inclusivity and collaboration across the union by being open to feedback and focused on fostering an inclusive environment for all our team. Actively seeking out opportunities to help and work towards our organisational values. |
| Team Management: Lead, train, and motivate the kitchen team to maintain high cooking and presentation standards in a collaborative environment where open feedback and development meetings become part of the normal way of working. Consistently coaching the team to ensure the best possible quality dishes and products leave the kitchen. | |
| Student Engagement: Gather feedback to enhance the dining experience by working collaboratively with marketing and student operations to understand how the offer is landing and how best to implement the change to continually improve and take advantage of the changing food trends. | |
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Organisational Stewardship & Leadership Responsibilities

- You'll contribute to departmental planning processes and hold teams accountable for performance against key goals and indicators
- You'll understand key risks for area of work and ensure risk assessments are conducted against relevant activities
- You'll assist and support staff in assisting in key students' union events & activities throughout the year including Welcome week, elections and supporting the officers in delivering their plans
- You'll lead teams acting as an exemplar of the Union behaviours ensuring all staff are given appropriate support in line with the Union management framework and teams are consistently held accountable for delivering against expected performance standards (both role performance and behaviours)
- You'll ensure that teams activities are delivered in line with budget envelope and ensure any risks to financial targets are highlighted. Contribute to the forecasting & budgeting exercises in line with the organisational framework
- You'll hold good working knowledge of policy and procedure as it relates to the team's function, ensure that the team is knowledgeable in the policy and procedure that affects them and provide guidance to staff on application of the policy framework

- You'll proactively contribute to maintaining the communal spaces and ensuring whole team share responsibility for managing team stores and keeping areas clean and tidy

Person Specification

| Criteria | Application Form | Interview | Interview Task | All |
|---|-------------------------|------------------|-----------------------|------------|
| Education | | | | |
| We accept candidates from any educational background. | | | | |
| Skills/Experience/Knowledge | | | | |
| Experience of leading and managing a team in a kitchen environment | | | | x |
| Experienced and skilled in budgeting and cost control | | x | | |
| Knowledge or Food Safety and Health and Safety and experience of implementing to a high standard in a kitchen environment | x | | x | |
| Organisational and time management skills | | x | | |
| Clear communication skills and experience of pro-active problem solving | | | | x |
| Experience of creating menus and building recipes for quality dishes and products safely in a kitchen setting | x | | | |
| Experienced in producing food and dishes to a high level | x | | x | |
| Personal Attributes | | | | |
| A calm communicator with a prevalence towards coaching team to achieve goals | | x | | |
| Proactive and solution orientated; able to focus on moving the department forward whilst dealing with the day to day | | x | | |
| Takes pride in their work and what they do. Demonstrates love of cooking and food and able to show that in their work | | x | | |
| Values & Behaviours | | | | |
| Align with the SU's values and behaviours both personally and professionally | | | | x |

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| “Great Experience” service focus – always looking for ways to provide a great experience service for our community. Ensuring that our food offer is always aligned with our communities needs and the best it can be. | | | | X |
| Collaborative – great at working collaboratively with team members, seeks ways to ensure all voices are heard, works with colleagues to problem solve | | | | X |

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 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.

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