

Role Profile

Role title:	Junior Operations Director
Salary:	£45,000 - £50,000
Full/Part Time:	Full-Time
Contract term:	Permanent
Accountable to:	Chief Operating Officer
Accountable for:	Catering Team (4 full-time staff plus casual staff)
Hours:	35 Hours per Week
Location:	Usually located at the main Students' Union Building, with an option to work some hours remotely
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK at the start of employment
Rewards Package:	We offer a great rewards package. You can see it 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 Junior Operations Director will oversee the full catering operation at UMSU which includes the internally operated services of 532 Bar and Kitchen, Corridor Coffee and Hot Potato (our jacket potato hut). Alongside this, you'll manage the relationship with our two outsourced food huts. Our current turnover for the full catering operation is £565,000 per year. You'll have full operational oversight including ensuring sound financial oversight, legislative compliance, leading and developing the staff team and ensuring the delivery of an exceptional service experience.

You'll be working with a support staff team of 4 full-time staff (2 at Corridor Coffee and 2 at 532 Bar and Kitchen) as well as the Chief Operating Officer who will line manage the role.

The aim of our catering operation is to offer affordable food in an ethical and sustainable way. We know that students have particularly impacted by the cost-of-living crisis and it is important that we put our students first and ensure that we offer food and drink options for every price point whilst creating a warm and friendly community space for students to use.

This is a newly created role following an external review of our catering operation by the hospitality consultancy firm, Egg Soldiers. Part of the review included recommendations for new food concepts with a build ethos whilst maintaining an affordable offer but then creating greater opportunities to upsell. The two initial priorities of the role will be focused on turnaround and include implementing the new concepts with a full review of operational practice.

Some key internal stakeholders that you'll be working with include;

- Head of Bars - they manage the Union's licensed trade operation and it will be essential to work collaboratively with them in delivering the 532 Bar and Kitchen food offer.
- Marketing Team – they will provide critical support in developing the marketing strategy for the launch of the new offer.
- People Team – they will be able to provide support in developing your staff team with curated eLearning pathways.
- Business Development Team – they will be able to provide support with process development and drafting policy and procedure.

All support teams (Finance, People, Operations etc) are based on site.

In addition to providing a great food offer for students, the Union runs other commercial services that all generate surpluses to invest back in the student experience. The longer-term aim of the role is that it is driving the financial performance of our catering offer to generate annual surpluses.

Key Result Areas

Responsible for	Contributor to
Financial management You will contribute to the budgeting and forecasting processes including setting key financial targets. You will take full ownership of pricing and be accountable for managing all activity to achieve financial KPI's (cost of sales, gross profit margins, staffing percentages and profit growth). A key deliverable of this role will be to grow both revenue and profitability.	You will contribute to the Union's long term financial strategy and growing our commercial revenues.
Sustainability You will continuously seek ways to improve the sustainability of the catering offer and develop year-on-year targets for reducing carbon footprint.	
Driving sales growth You will use all available data and insight (e.g. feedback mechanisms, industry trends & sales data) to identify opportunities for revenue growth and ensure the offer remains fresh and appealing for students. Working in collaboration with the marketing team, you'll develop the overall marketing plan.	
Operational effectiveness & compliance You will ensure the operation is fully compliant with all prevailing legislation, particularly health and safety and that food hygiene ratings are Good. In addition to this, you will ensure an operational policy and procedure (P&P_ framework is place and all staff are trained in the P&P that relates to their role.	You will contribute to developing Union risk mitigating approaches and minimising the probability of significant risk exposure.
Customer service You will ensure that the brand and service standards are always maintained to deliver an exceptional customer experience, resulting in consistently high mystery shopper results.	You will be delivering the Union value of ensuring that every visitor to our catering services receives a great service experience.
Team leadership You will lead and empower the catering team to ensure a positive employment experience where staff are learning and growing, and the team has a positive net promoter score in the biannual staff pulse surveys. You will ensure that the whole team are living the Union's values and behaviours, as well as managing all staff in line with the Union's performance enablement process.	You will contribute to the Union strategic aim of ensuring that studying staff roles are supporting future employability.
Supporting Union key activity You will work in collaboration with teams across the Union, including Marketing and	

Student Engagement, to ensure that the catering offer is supporting the Union's wider events. Examples include ensuring staff are knowledgeable about the Union's programme of activity/key events and catering is contributing to celebration of history months.	
Planning You will develop medium- and long-term departmental plans for catering in collaboration with the catering and broader Union team and actively seeking ways to engage students in the development of plans.	You will contribute to the Union wide strategy and achieving strategic aims.

Person Specification

Criteria	Assessed at:			
	Application Form	Interview	Interview Task	All
Education				
We accept candidates from any educational background.				
Skills				
Leadership – able to motivate and inspire a team, confident in setting goals/objectives, enables a team to work autonomously, creating psychological safety within team, building trust, supporting team wellbeing, setting boundaries, great at tracking performance and having performance feedback conversations				✓
Creative thinking – great at thinking outside the box, coming up with new ideas and not being afraid to try different ways of doing things	✓			
Experience/Knowledge				
Food & beverage management - experience of successful management in a F&B operation including financial performance/key ratios, management of a multi-level team (e.g. supervisors and assistants), team training and health & safety				✓
Customer Service – experience of driving excellent customer service standards,		✓		

creating a welcoming space for all and continually seeks ways to improve services				
Developing offer & driving sales - utilising key insights (feedback, sales data, industry trends) to continuously develop the service and offer to drive sales growth	✓			
Operations – stays up to date with best practise and legislation changes, creatively develops operational processes, confidently applies organisational policy and procedures		✓		
Personal Attributes				
Passionate about working in the food and beverage industry	✓			
Organised and independent– ability to work independently create and deliver actionable plans, keeping progress on track to ensure key milestones are met		✓		
Adaptive – great at managing change, flexible to differing team members needs/ways of working	✓			
Values & Behaviours				
Align with the SU's values and behaviours both personally and professionally				✓
Committed to driving sustainability in catering		✓		
Collaborative – great at working collaboratively with team members, seeks ways to ensure all voices are heard, works with colleagues to problem solve		✓		
Inclusive – continually seeks to dismantle barriers, ensures all working practises are accessible, seeks to ensure all voices are heard and factored in when making decisions	✓			

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](#).