



# Assistant Catering Manager

ALEXANDRA PALACE, ALEXANDRA PALACE WAY, LONDON, N 2 2 7AY · 02 0 8 36 5 2121 · ALEXANDRAPALACE.COM  
ALEXANDRA PARK AND PALACE CHARITABLE TRUST IS A REGISTERED CHARITY · CHARITY REGISTRATION NUMBER: 281991



## ABOUT ALEXANDRA PARK AND PALACE

Alexandra Palace hosts a variety of events from concerts and exhibitions to live sports and street food festivals all year round. In return for your hard work we offer:

- Generous annual leave allowance – **28 days** (pro rata for part time employees)
- Additional 4 privilege days usually set around Christmas and New Year
- Opportunity to enter a ballot for **free event tickets**
- Summer and Winter social parties
- Discounts across our on-site catering units

## ROLE DESCRIPTION

**Alexandra Palace** is looking for a full time **Assistant Catering Manager** to join the in-house catering team. This role will support the delivery of catering operations across Alexandra Palace's public events programme (live music, live sport, exhibitions), private hires (corporate and B2B events), and onsite outlets, including the ice café, East Court, Victorian Theatre and Park.

The ideal candidate will have experience working in a catering environment, preferably a venue or multi-purpose space, and experience supervising a team. A background or interest in event planning and delivery would be advantageous.

This a full time, permanent position.

The salary is circa **£26,420 – £29,355pa** depending on experience.

## HOW TO APPLY

To apply for the role of **Catering Manager** please send your CV / expression of interest and a cover letter outlining how you meet the requirements of the role to [recruitment@alexandrapalace.com](mailto:recruitment@alexandrapalace.com)

Please also complete and return an [Equalities Monitoring Form](#) with your application.

Please note that applications will be shortlisted on receipt.

Due to the volume of applications we are unable to offer feedback to those not shortlisted for interview.

Thank you for your interest in Alexandra Palace.

## OUR COMMITMENT TO EQUALITY AND DIVERSITY

Alexandra Palace values diversity, our strength comes from combining what we have in common, our shared purpose and values, with what makes each of us different. We believe that people from different backgrounds bring fresh ideas, thinking and approaches and can help us to be more effective.

Alexandra Palace is committed to the fair treatment of all our staff. We are committed to giving equal access to recruitment and selection, promotion and career development, training, pay and benefits. Alexandra Palace is proud to hold the Level 1 Disability Confident Employer Standard, demonstrating our commitment to recruiting and retaining disabled people and people with health conditions for their skills and talent, and providing opportunities to help them achieve their potential.

We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team.

<b>Job Title</b>	<b>Assistant Catering Manager</b>	
<b>Department:</b>	Catering	
<b>Responsible To</b>	Head of Catering	
<b>Responsible For</b>	Supervising wider catering team including Supervisors, Food Service Assistants, and agency staff whilst on duty.	
<b>Overall job purpose</b>	To oversee catering operations across site and support the Catering Manager in meeting commercial targets.	
<b>Key internal relationships</b>	Senior Catering Manager Catering Manager Event Managers	
<b>Key duties and responsibilities</b>	<ol style="list-style-type: none"> <li>1. Communicate with the wider catering team to uphold standard operating procedures and customer service standards across catering operations. Activities include: <ul style="list-style-type: none"> <li>• Set up, deliver, and break down event catering operations.</li> <li>• Run effective team briefings.</li> <li>• Act as point of liaison between catering staff on the floor and management</li> </ul> </li> <li>2. Plan catering resources effectively maintaining a consistent service across operations, including monitoring staffing levels and creating rotas.</li> <li>3. Manage and monitor F&amp;B stock including: <ul style="list-style-type: none"> <li>• Take delivery of goods and ensure orders are accounted for.</li> <li>• Oversee the monthly stock take.</li> <li>• Submit requirements to the stock team.</li> <li>• Update reports on the stock software</li> <li>• Update P&amp;Ls relating to stock purchases.</li> <li>• Raise purchase orders and reconcile invoices relating to stock</li> </ul> </li> <li>4. Collaborate with colleagues to design and implement offers, promotions, and new menus in line with industry trends to achieve revenue targets.</li> <li>5. Verify that catering staff comply with statutory, legal, Health and Safety and Licensing requirements including Challenge 21 policy.</li> <li>6. Deputise for the Catering Manager during periods of annual leave/ absence.</li> </ol>	<p>40%</p> <p>20%</p> <p>20%</p> <p>10%</p> <p>5%</p> <p>5%</p>

<b>Person Specification</b>	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
	<p><b>Education / Qualification</b></p> <p>Educated to GCSE level or equivalent including Maths and English.</p> <p>Fluent in English language</p> <p><b>Experience</b></p> <p>Experience of working in a Catering environment.</p> <p>Experience of supervising or leading a team.</p> <p>Experience of delivering face to face customer service.</p> <p>Experience of resolving customer complaints and issues.</p> <p>Experience handling and processing cash and card transactions</p> <p>Ability to motivate a team.</p> <p><b>Skills</b></p> <p>Strong verbal communication skills with the ability to give clear direction and relay information accurately.</p> <p>Ability to delegate appropriately.</p> <p>Team player with a willingness to support colleagues in delivering an excellent service.</p> <p>Ability to exercise judgement and make decisions under pressure.</p> <p>Good time management and able to prioritise effectively.</p> <p>Trustworthy, reliable and honest</p> <p>Available to work a flexible shift pattern including some weekends, evenings and some bank holidays</p>	<p>Food Handling Level 2</p> <p>Personal Liquor License</p> <p>Experience of working in a venue.</p> <p>Understanding of Food Health and Safety and Licensing legislation</p> <p>Able to work unsupervised.</p> <p>Knowledge of Alexandra Park and Palace operations and events</p> <p>Knowledge of stock control software</p>

## DIMENSIONS

### Financial responsibilities

Budget administrator

### People management responsibilities

Supervisor of wider catering team and agency staff whilst on duty

## GENERAL OBLIGATIONS

### Health and Safety

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

### Equality

Commitment to equality of opportunity in the service we provide to our customers and as an employer.

### Safeguarding

Demonstrate commitment to safeguarding of children, young people and vulnerable adults.

### GDPR

To handle personal data in accordance with the organisation's data protection policy and to record all processing activities in the organisation's data register where appropriate.

## The Core Competency Framework

Each competency has an overall description. It is then broken down by level into "We will" and "We won't" indicators. This role is a level 2 and therefore should be demonstrating behaviours at **level 2**.

### 1. We are COLLABORATIVE

"We work as one team, sharing ideas, knowledge and insight to achieve our common purpose"

	We Will	We Won't
Level 2	<ul style="list-style-type: none"><li>• Work with other teams to raise and solve issues</li><li>• Hold regular meetings to gain team input</li><li>• Be visibly available to my team</li><li>• Book weekly catch ups with other teams</li><li>• Think and act as one organisation</li><li>• Pro-actively talk to others rather than sending emails</li></ul>	<ul style="list-style-type: none"><li>• Encourage silos or working in isolation</li><li>• Think our work is more important than that of other teams</li><li>• Make decisions without consulting other teams that may be impacted</li></ul>

### 2. We are BOLD

"We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things"

	We Will	We Won't
Level 2	<ul style="list-style-type: none"><li>• Try new ideas and think outside the box</li><li>• Look for possibilities and opportunities everywhere – taking time to think creatively</li><li>• Have faith in my ideas and find my voice</li><li>• Encourage the ideas of others more often</li><li>• Utilise the experience of the whole team</li><li>• Strive to improve the customer experience</li><li>• Encourage others to see mistakes as learning</li></ul>	<ul style="list-style-type: none"><li>• Say "I can do better" but then do nothing</li><li>• Accept something just because it is the way it's always been done</li><li>• Shut down ideas without thinking about the pros and cons</li><li>• Resist change because it is too challenging</li><li>• Think "I can't do it"</li><li>• Say "No" but not explain why</li></ul>

**3. We are OPEN AND GENUINE**

“We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values.”

	<b>We Will</b>	<b>We Won't</b>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>• Get to know my team members</li> <li>• Be human – show empathy and care for others</li> <li>• Thank people and make them feel good</li> <li>• Accept all - embrace different points of view</li> <li>• Confront difficult situations with openness, sensitivity, care and empathy</li> <li>• Pro-actively address exclusion and discrimination</li> </ul>	<ul style="list-style-type: none"> <li>• Exclude people because I find them difficult or challenging</li> <li>• Ignore or belittle the ideas or thoughts of others</li> <li>• Allow our own view to prevail not taking into account differences of opinion or approach</li> <li>• Tolerate exclusion or discrimination</li> <li>• Delegate to the same people as they always say “Yes” and avoid delegating to others</li> </ul>

**4. We are PASSIONATE & FUN**

“Our job is to put smiles on people’s faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment”

	<b>We Will</b>	<b>We Won't</b>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>• Act as a role model for others by demonstrating passion for my job and energy every day</li> <li>• Go the extra mile – setting an example for the team</li> <li>• Make time to celebrate success</li> <li>• Inspire, develop and build my team</li> <li>• Focus on delivering quality for myself and my team</li> <li>• Create a culture of fun so that we can all enjoy what we do</li> </ul>	<ul style="list-style-type: none"> <li>• Act negatively - moaning and criticising</li> <li>• Forget to celebrate</li> <li>• Just do the minimum to get by</li> <li>• Accept negativity or inappropriate behaviours in our teams</li> </ul>

**5. We are RESOURCEFUL**

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties”

	<b>We Will</b>	<b>We Won't</b>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>• Bring solutions not just problems and complaints</li> <li>• Take a “see it and own it” approach</li> <li>• Make smart use of our resources</li> <li>• Actively look outside for new ideas and research</li> <li>• Attend and encourage others to attend training and conferences and bring back new ideas</li> <li>• Understand what generates profit</li> <li>• Free up budgets to spend where most needed</li> <li>• Empower and coach my team to come up with their own solutions</li> <li>• Make use of people’s skills from outside of work as well as at work</li> </ul>	<ul style="list-style-type: none"> <li>• Use resources just because we have them</li> <li>• Say “no” just because of lack of resource</li> <li>• Just go for quick wins because they are easy</li> <li>• Allow wastage in our work areas</li> <li>• Take on too much at once</li> <li>• Create a stressful environment for myself or those around me</li> </ul>

## **JOB APPLICANT PRIVACY NOTICE**

As part of any recruitment process, Alexandra Palace collects and processes personal data relating to all job applicants. Alexandra Palace is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. For further information please see our job applicant privacy notice on our website: <https://www.alexandrapalace.com/about-us/jobs/>