



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 **Catering Manager** to join the in-house catering Team. This role will plan and deliver catering operations across Alexandra Palace's public events programme (live music, live sport, exhibitions), private hires (corporate and B2B events), and on site outlets, including the ice café, East Court, Victorian Theatre and Park

The ideal candidate will have experience managing bars, cafes or catering concessions and a background or interest in large scale event planning. This role is busy, hands on and fast paced and requires a mix of strong administration skills e.g. budget and roster planning, alongside dynamic operational delivery.

This a full time, permanent position.

The salary is circa **£36,000 pa** 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

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.

Job Title	Catering Manager	
Department:	Catering Department	
Hours	48 per week	
Team	Catering	
Responsible To	Head of Catering	
Responsible For	Catering Supervisors Food Service Assistants	
Overall job purpose	Plan and deliver the catering operation at Alexandra Palace events and on site catering outlets including the East Court and Theatre, designing the offer around the event demographic and audience profile to maximise revenue and profitability.	
Key internal relationships	Senior Account Managers Sales and Catering Assistant Head of Events Event Managers Financial Transactions Supervisor Financial Controller	
Key duties and responsibilities	<ol style="list-style-type: none"> 1. Oversee the catering operation at events and across Alexandra Palace's onsite catering outlets (ice café, East Court, Theatre, Park), managing resources effectively to achieve financial targets. 2. Work collaboratively with the operations team to provide catering solutions appropriate for Alexandra Palace's events programme, delivering an excellent customer experience. 3. Support the development of the wider catering team by monitoring performance and providing feedback. Identify and arrange training opportunities. 4. Liaise with clients and internal stakeholders throughout the planning stages of events to understand and scope bespoke catering requirements. 5. Input into catering budgets and P&Ls completing monthly financial reporting accurately and on time. 6. Monitor stock and order retail drink & disposables stocks as required to meet operational demand maintaining consistent service delivery. 7. Observe external catering concessions and vendors to make sure that operators comply with statutory and legal requirements including Health & Safety and Licensing. 	<p>40%</p> <p>20%</p> <p>15%</p> <p>10%</p> <p>5%</p> <p>5%</p> <p>5%</p>

Person Specification	<u>Essential</u>	<u>Desirable</u>
	<p>Education / Qualifications / Memberships</p> <p>Educated to GCSE level or equivalent with English and Maths</p> <p>Food hygiene level 2</p> <p>Experience</p> <p>Experience managing bars, cafes and concessions preferably within a similar large event environment.</p> <p>Experience monitoring stock and using a stock control system.</p> <p>Experience negotiating with suppliers, vendors and catering concessions.</p> <p>Experience managing, developing and motivating a team.</p> <p>Experience planning event operations</p> <p>Skills and Knowledge</p> <p>Good communication skills with the ability to give clear instruction.</p> <p>Good written communication with attention to detail and high level of accuracy</p> <p>Excellent numerical skills with ability to interpret financial data.</p> <p>Interest in and awareness of current industry trends, specifically around street food and event catering</p> <p>Team player with a great personality and a can-do attitude.</p> <p>Willingness to undertake further training.</p> <p>Available to work a flexible shift pattern including some weekends, evenings and bank holidays.</p>	<p>Food hygiene level 4</p> <p>COSHH</p> <p>Personal liquor license</p> <p>Experience training and developing staff including delivering in-house training.</p> <p>Budget management experience with knowledge of profit and loss accounts</p> <p>Knowledge of Alexandra Palace's operations and events</p> <p>Knowledge of catering / stock management / point of sale software, for example Saffron</p>

DIMENSIONS

Financial responsibilities

Budget administrator

People management responsibilities

Line management of Catering Supervisors and

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">• Work with other teams to raise and solve issues• Hold regular meetings to gain team input• Be visibly available to my team• Book weekly catch ups with other teams• Think and act as one organisation• Pro-actively talk to others rather than sending emails	<ul style="list-style-type: none">• Encourage silos or working in isolation• Think our work is more important than that of other teams• Make decisions without consulting other teams that may be impacted

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

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.”

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

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”

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

5. We are RESOURCEFUL

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

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

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/>