



## RYDE SCHOOL JOB DESCRIPTION

**ROLE:** Estates Operative - Catering Administration & Hospitality Coordinator

**START DATE:** February 25

**LINE MANAGER:** Catering Manager

The Catering Admin & Hospitality Coordinator will be responsible for day-to-day administration associated with catering operations & hospitality. They will provide an efficient, proactive, organised and effective administrative service to the Catering Manager, the estates team and the wider school community.

From time to time it might be necessary to alter the job description below in consultation with the post holder and the Headmaster.

**ROLE SUMMARY:** *Assist the Catering Manager & the Chef Kitchen Manager with the administration associated with the day-to-day operational information.. Assist the Events & Lettings Manager to help with the organisation & delivery of various functions & events across the school site, to be agreed upon by the Catering Manager. To cover any other day-to-day front-of-house/service requirements as and when needed.*

### SKILLS AND COMPETENCIES OF THE ROLE:-

- Excellent organisational skills and high attention to detail • Strong IT skills and advanced knowledge of Google, and Microsoft packages including Word and Excel
- Thorough understanding of, and experience of the majority of aspects of the role
- Experience and knowledge of Health & Safety documentation and Risk Assessments
- Previous experience of working in a team environment
- Experience in providing a first-class customer service
- Experience in maintaining the school's compliance and Health & Safety records.
- Proven administrative skills and experience
- Excellent communication skills, both verbal and written
- Thinks ahead, generates ideas, and thinks of creative solutions to problems
- Self-motivated, eager to learn, and ready to embrace new systems and challenges.
- Ability to be proactive, prioritise tasks effectively, and work independently



- A positive and flexible approach with a “can-do” attitude, possessing a level head under pressure, and being able to prioritise a varied and busy workload.
- High level of discretion, professionalism, and attention to detail.
- Willingness to learn and undertake training as required
- Have good communication skills as you will be liaising with children and adults of all levels.
- Must be a team player
- Full UK Driving License

**SPECIFIC RESPONSIBILITIES:**

- Work under the general direction of the Catering Operations Manager to provide administration support, associated with the day-to-day catering & hospitality operations.
- Answer and direct phone calls, receive and respond to email messages.
- Act as communication relay, making sure all parties receive the necessary information and that this is accurate
- To work in conjunction with the Events & Lettings manager to assist with the supervision of the events team during events, this will include evening, weekend, and the occasional holiday work as and when required.
- Assist the Events & Letting Manager with the planning, staffing, and delivery of the event including associated administration and costing.
- Work under the general direction of the Catering Manager
- To maintain the highest level of customer contact, keeping complaints to a minimum and ensuring these are dealt with and reported promptly to the Catering Manager.
- Maintaining high standards of service concerning food and beverages
- Work within HACCP and HSE regulations at all times
- Attending briefing sessions with key personnel to discuss current and future events.
- Liaise with the Kitchen Chef Manager to ensure the provision of food and service is consistent and in line with the menu/standards pre-agreed.
- Assist with the setting up of equipment, furniture, and refreshments for events.
- Promoting good, pleasant customer relations professionally.
- Opening up and locking down of rooms/buildings used for the event
- Demonstrate a professional, courteous, and friendly attitude towards the client, staff, and work colleagues at all times.



- To cover any other day-to-day service requirements as and when needed.

#### **ADDITIONAL RESPONSIBILITIES**

- Carry out special duties of work outside the normal daily routine as required by the Catering Op's Manager or Events/Lettings Manager.
- Attend all Health and Safety and training meetings as required.
- Report all accidents/illnesses, following the company's procedures.
- Assist in the smooth running of Hospitality & Events at all times.
- Arrange linen and laundry returns associated with the hospitality events.
- Ensure all event/function equipment is kept in good order and maintained

**GENERAL NOTE:** Job description cannot be prescriptive. The essential ingredient for the job is to work in a professional manner at all times; making sure it is the children who lie at the heart of what we do.