



HEAD OF CATERING OPERATIONS

An exciting opportunity has arisen for a Head of Catering Operations to join Middlesbrough Football Club to strategically manage and direct the catering operations function.

THE ROLE:

- To be responsible for the effective leadership of the Catering Operations department in the Matchday Hospitality, Conference & Events, Concourse Services and Kitchens areas, maximising the effectiveness of Catering Operations and delivering consistently high standards.
- To ensure compliance with occupational Health & Safety and Food Hygiene standards and legislation throughout the Catering Operations departments.
- To drive strategy and core values within the catering operations team. To utilise strong leadership skills to develop a team of staff, to set and monitor KPIs, ensuring staff have required skills and capabilities to deliver exceptional service for all customers.
- To develop, agree and deliver catering budgets through effective and timely management of costs across concourse, hospitality and kitchen areas. To drive income through concourse sales.
- To continually improve operational standards through the establishment of policies and procedures; effective recruitment; and staff training and development.
- To support the achievement of revenue targets in the Matchday Hospitality and Conference & Events business areas through the delivery of agreed customer service levels, effective communications and the introduction of new and innovative practices.
- To contribute to the overall strategic direction of the Stadium Operations by maintaining an awareness of industry best practice, identifying opportunities and risks and proposing and gaining support for changes that improve customer experience and drive revenue growth.

CANDIDATES SHOULD:

- Have extensive experience in a managerial position in a large catering operation with responsibility for staff recruitment and management, food and beverage purchases and cost control.
- Have participated in strategic planning and delivery of change / transformation programmes over a number of years.
- Have worked in a multi-functional environment where cooperation across boundaries is essential to overall success.
- Have experience of managing the relationship between Sales and Operations, ensuring sales targets are achieved, without compromising customer satisfaction.
- Have a comprehensive and up to date knowledge of Health and Safety and Food Hygiene regulations.
- Have experience of establishing annual operating budgets and day to day management of costs through effective use of systems and reporting procedures.
- Be able to demonstrate strong capability in the following areas; Customer orientation; People Development; Operational Decision Making; Mobilising Resources; Results Orientation; Adaptability; Communication

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If you would like to be part of a committed team and you demonstrate MFC's core value behaviours, please e-mail your CV to recruitment@mfc.co.uk quoting reference MFC/HCO.

CLOSING DATE: 09 August 2024

MFC is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

MFC is also committed to the safeguarding of vulnerable groups.

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