



<b>Job Title</b>	Assistant Retail Catering Manager
<b>Reporting To</b>	Retail Manager
<b>Department</b>	Catering
<b>Term:</b>	Full-time

### **Overall Purpose**

To assist the Retail Catering Manager in running aspects of the Retail Catering offering at Silverstone Circuit.

To assist us in becoming a nationally recognised, family focused and financially successful leisure destination with motor sport at its heart.

### **Key Responsibilities**

- Have practical working knowledge of systems, processes and procedures across the department
- To assist in the day-to-day management of the Retail Catering Department – reporting directly to the Retail Manager.
- To ensure every event is set up in line with SOP's and delivered to the highest standard.
- To assist the Retail Manager with all aspects of compliance and health and safety procedure in all operational areas.

### **Operations**

- Assist the Retail Catering Manager in the planning of aspects of the Catering operation.
- Work with the Retail Catering Manager, other Duty-Managers & Supervisors to build a culture of teamwork with Chefs and Front of House personnel, ensuring that all Retail Catering Outlets run smoothly.
- Deputise for the Retail Catering Manager as required and effectively manage the departments operations and processes in their absence.
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#### **Silverstone Circuits Ltd**

Jimmy Brown Centre, Silverstone Circuit, Northamptonshire, NN12 8TN, United Kingdom  
+44 (0)844 3728 200 info@silverstone.co.uk www.silverstone.co.uk  
Company No. 882843 VAT No. GB 170160935 Registered in England and Wales



- To ensure FOH products are ordered through the Procure-Wizard system.
- To ensure all stock is stored appropriately & securely and used in rotation.
- To ensure all areas are clean and tidy, opening & closing procedure are implemented.
- To assist customers with queries in a professional, courteous and friendly manner, so and customer care standards are exceeded.
- Ensure all till data is up to date and accurate.

### **Teamwork**

- To train staff in areas and promote excellence in customer service.
- Coordination and management of all Retail Catering Supervisors and FOH staff.
- Liaise with Head Chef and Retail Lead Chef with regard to orders and staffing levels.
- Work closely with the staffing coordinator, Retail Manager and Hospitality Manager for the booking of staff and post event feedback to any agencies.
- Coordinate and participate in staff training as required.

### **Finance:**

- Oversee the weekly reporting of weekly sales reports and analysis, stock and GP reports.
- To coordinate and ensure financial cash procedures are adhered to within the department.
- Carry out safe declarations on a regular basis.
- Support the management team in achieving & exceeding sales targets.
- Ensure all products are priced correctly and the point of sale is presented well.

### **Knowledge, Skills & Qualifications**

- Excellent customer and client awareness at all times.
- Confident individual with good inter-personal skills.
- The highest standard of personal presentation.
- A strong leader – able to assist the Retail Manager in their leadership of the department.
- An individual who enjoys hard work and a challenge and able to work in a busy environment.
- Full clean UK driving licence.
- Proactive thinker with an eye for detail.

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