



Job Description

Job Title: Retail Catering Manager

Reporting To: Head of Catering

Department: Catering

Overall Purpose:

To manage all aspects of retail catering at Silverstone Circuit Ltd, with an overview of mobile concessions managed in conjunction with the Events Team.

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

Key Responsibilities:

- Have a practical working knowledge of systems, processes and procedures across the department and wider site.
- Oversee and manage the flow of administrative information to staff and appropriate colleagues.
- Contribute and provide innovation for longer term developments within the department, continually implementing improvements in all areas.
- Manage the Retail Catering Team and monitor progress within agreed objectives.

Operations

- Manage the planning of all aspects of retail catering.
- Provide appropriate direction to Duty Managers and Supervisors to enable them build a culture of teamwork with Chefs and Front of House personnel, ensuring that all Retail Catering Outlets run smoothly.
- Actively participate in weekly catering operations meeting and weekly event meetings to report on information of race meeting and day to day to catering operations.
- Communicate with other departments to advise on catering where necessary.
- Management of Vending Operations.
- Take responsibility and ensure Implementation for all aspects of Health and Safety within Catering Retail Units, including legislation and relevant licence conditions.

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



Teamwork:

- Provide operational leadership, define objectives, supervise Duty Managers, Supervisors and Team Leaders, set deadlines, allocate workload and monitor outcomes.
- Responsible for the general management of staff within the retail catering outlets including, PDRs and ensuring appropriate training is planned and given where necessary.
- To work in conjunction with other managers to maximise staffing and equipment efficiency and support where necessary.
- Ensuring all necessary stock controlling paperwork is completed and correct in a timely manner with the Duty Managers.
- Install a customer focused ethos through training and mentoring activities.

Liaison and Networking:

- Maintain contacts both internally and externally with a wide range of clients, Track Day Operators and Race Meeting Organisers and suppliers (in conjunction with Procurement).
- Coordinate with other departments to develop and maintain communication channels to enhance customer service.

Finance:

- Utilise relevant management reports to analyse sales, stock reports and GP reports.
- Responsible for the monitoring and control of stock, food costs and wastage.
- Responsible for the retail cash handling processes and safe checks working in conjunction with the SCL Finance department.
- To assist with the setting of financial budgets, targets and driving success through long term business planning.
- Ensure that we are fully compliant in all financial procedures and that cash handling and stock is secure.

Planning, Organisation and Service Delivery:

- Responsible for the implementation and delivery of SOP's and presentation for all retail catering outlets.
- Effective allocation of labour and management of staff rotas with budget.

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- Responsible for all aspects of food safety management – including kitchens and Front of House and ensuring all units are accurately recording paperwork in line with HACCP.
- Work with the Head Chef and procurement to review all offers to explore opportunities for new products to maximise revenue.
- Liaise with facilities manager and logistics manager to ensure all maintenance and safety issues are reported onto Rivo in a timely manner.
- Devise and implement a marketing calendar to drive sales outside of peak trading.
- Proactively manage and drive customer Spend per Transactions & Secondary Spends.
- Demonstrate a clear understanding of industry trends and product innovation to ensure Silverstone are industry leaders.

Knowledge, Skills & Qualifications

- At least 3 years' experience in a similar catering environment.
- The highest standard of personal presentation.
- Excellent customer and client awareness at all times.
- An individual who enjoys hard work and a challenge and able to work in a busy environment.
- A self-starter who can maximise the right sales opportunities, with creativity and flair and the ability to organise and control events to deliver profit growth.
- Able to proactively manage the business - financially astute - with a comprehensive understanding of the P&L.
- A strong leader - able to attract develop and retain an empowered team to deliver a great customer experience.
- A people person who enjoys customer interaction.
- Full clean UK driving licence.
- Has experience in managing 3rd party catering operations in green field sites.

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