## Role Profile
### Catering Manager
#### (Bodymoor Heath Training Ground)

**Role Reports To:** Chief Operating Officer

**Role Purpose:** Manage the catering operation across the Aston Villa Training Estate. To be the main contact for club personal and department requests. To manage the implementation of these requests as not to impact the core service delivery.

### Main Responsibilities and Accountabilities
- Responsible and accountable for the Club’s Training Ground catering budget to include (but not limited to) Men’s First team, Boys Academy, Women’s First Team and Girls Regional Training Centre (RTC).
- Manage the impact of changes to service for the overall Training Ground budget and catering operation.
- Day to day management of Club departmental service needs with the Club’s External Catering Partner.
- Manage communications between Club Heads of Department / staff and the Club’s External Catering Partner.
- Support the Club’s External Catering Partner in management of rota planning to deliver catering requirements. This includes (but not limited to) Men’s First Team home and away fixtures, training, Academy training and matchdays, Women's training and matchdays, and RTC requirements.
- Support the Club’s External Catering Partner with management of staff planning and back fill if needed. Play an active role to support staffing levels for service delivery.
- Play an active and visible role in all catering areas at the Club's Training Ground, supporting the daily operation as and when needed.
- Support the Club’s Training Ground Head Chef with cost controls, ordering and general admin as and when needed.
- Take on an active matchday role at Club sites including (but not limited to) Villa Park, and the Club’s Training Ground for matchdays, including liaising with the relevant department for team requirements.
- Support maintenance requests from the Club’s External Catering Partner Team and Club Operations & Facilities Team to prioritise and rectify any issues.
- Any other reasonable duties and responsibilities which your line manager or another senior manager at the club asks you to perform.
- Demonstrate commitment to Safeguarding by adhering to relevant policies, procedures and values relating to safeguarding children and adults at risk.
- Support the Club’s commitment to equality, diversity and inclusion.

### Qualifications, Key Skills & Experience

**Essential**
- Demonstrable experience of working in a catering management role
- Proven experience and knowledge of managing budget, cost controls and purchasing.
- Experience of building strong relationships and work collaboratively.
- Proven delivery of excellent customer service and high levels of communication across all mediums.
- Works well under pressure in a busy, fast paced and changing environment.
- Strong organisational skills with a proactive, calm, positive attitude.
- Ability to work independently and be self-driven within a team structure.
- Ability to multitask and prioritise workload with a keen eye for attention-to-detail.
- Strong verbal and written communication skills which are clear, concise, and accurate to internal/external stakeholders
- Proficient in using IT systems such as Microsoft Office (Outlook, Word, Excel, and PowerPoint)
- Ability to work flexibly including evenings and weekends as required (depending on team schedules)

*Date Produced: 13 September 2022*
Aston Villa Football Club is an inclusive institution that provides a welcoming environment to supporters, the local community, customers, employees, contacts and competitors. We want to ensure that the Club and all its subsidiaries are free from discrimination of any kind, embracing all regardless of age, race, disability, gender reassignment, pregnancy and maternity, sexual orientation, marriage and civil partnership, sex (gender), religion or belief.

Aston Villa Football Club is fully committed to safeguarding children and adults at risk across our Club. As such, we adhere to Safer Recruitment processes and for some roles a satisfactory enhanced disclosure via the Disclosure & Barring Service may be required prior to starting in a role at the Club. For more information, please see Aston Villa Football Club | The official club website | AVFC - Safeguarding

**Desirable**
- Demonstrable experience of catering management within a Football Club environment
- Strong problem-solving skills
- A full UK driving licence

**Disclosure and Barring Service Check Requirement**
- This role will be subject to a basic DBS disclosure check.