



Catering and Event Manager

Runway Visitor Park (located at Manchester Airport)

We are currently looking for a Catering and Event Manager to work at the Runway Visitor Park.

Runway Visitor Park is one of the North West's most popular outdoor attractions. Providing the perfect location for families and enthusiasts to watch the take-off and landing of planes at Manchester Airport, the venue also includes a playground, café, aviation shop and conference facilities.

The café and conference facilities are managed by Manchester Central.

The Role

Competitive salary up to £30,000pa / 25 days holiday plus bank holidays / contributory pension scheme / free car parking

Reporting directly to the Director of Hospitality, this role is working on a full time, permanent basis.

Your duties and responsibilities will include but are not limited to:

- Day-to-day management of the café and hospitality operation.
- Ensuring all café and hospitality expenses are within budget and also identifying ways to decrease operational costs.
- Ensuring compliance with all food safety and company health and safety legislation by managing compliance records.

The ideal candidate will have:

- A management background in the hospitality, service or events industry.
- Hands on experience in a retail and hospitality environment.
- Good understanding of food safety and health and safety regulations.

You must have:

- Excellent communication and leadership skills.
- Proven people management skills.
- A positive and proactive attitude with a desire to make a difference.

Apply

To apply for this exciting opportunity, please send a CV and covering letter to:

Ref: Catering and Event Manager
FAO: HR Team
Email: careers@manchestercentral.co.uk

Manchester Central is an equal opportunities employer. All applicants who meet the essential criteria and identify as having a disability in their covering letter will be guaranteed an interview.



Job Description

Café Chef – Runway Visitor Park

Salary:	Up to £30,000pa
Hours:	40 hours per week
Working pattern:	Monday to Sunday 5 days out of 7
Location and business area:	Runway Visitor Park - Hospitality
Aim of the role:	To manage the overall running of the café and client catering event hospitality operation, including both the kitchen and all front of house duties. Responsible for event set up and client / supplier liaison. Budget holder for the RVP operation, with P&L responsibility for all aspects of the site.
Directly responsible to:	Director of Hospitality
Directly responsible for:	Assistant Managers, Supervisors, Café Assistants and Casual team members

Main areas of responsibility

- Managing day-to-day operations of the café and hospitality operation.
- Recruiting, training, and managing staff.
- Responsible for the profit and loss account and ensuring that the business is meeting all financial and commercial targets.
- Training employees on drinks preparation and proper use of coffee equipment.
- Ensuring that all café and hospitality expenses are within budget and identifying ways to decrease operational cost.
- Taking inventory of café and kitchen supplies and ordering new stock as needed
- Receiving deliveries of supplies and verifying that the correct items and quantities have been received.
- Ensuring compliance with food safety and company H&S health and safety legislation, managing compliance records, and ensuring good working policies and procedures are maintained.
- Maintaining food temperature sheets/cleaning schedules on a day-to-day basis.
- Working closely with chef to ensure food quality and standards are maintained and effectively managing the stock control.
- Monitor and manage café staff by regularly conducting performance assessments, providing feedback, and setting challenging goals to improve operational performance.
- Manage customer's expectations and resolving all queries.
- Ensuring adherence to current company policies and procedures at all times.
- Implement upselling strategies and targets.
- Lead and manage on the customer's hospitality and events journey ensuring exceptional event delivery at all times and maximise the potential for recurring business.
- Assist in the undertaking of emergency procedures to ensure the safe evacuation of the building in the event of an emergency exit during the café and event operations.
- Effective communication and engagement with the client, undertaking venue meetings as required to confirm requirements.
- Timely planning and distribution of all shift rotas for forthcoming events and activities ensuring a lean and agile approach to event staffing whilst retaining excellent service standards.
- Management of all events within the RVP site and liaison with event clients and suppliers for events
- Responsible for the safe delivery of event logistics within the site and for managing all aspects of H&S for the event and hospitality areas of the business.
- Support the RVP client team in delivering a high level of customer service.

About us:

The café and conference facilities at Runway Visitor Park are managed by Manchester Central.

Our purpose is to connect people, ideas, and business through meaningful and rich experiences.

Our customers choose Manchester Central because of the experiences we help them to create. We help them to make something happen – the energy and connection that creates memories.

We help them to grow their businesses – connecting with their customers, partners, suppliers, and employees. We bring people together to share ideas and make plans. We pay attention to the details so our clients can pay attention to their guests. What makes us different is the creativity, professional delivery expertise and passion of our team.

The qualities of our people:

Our people are pretty fabulous. They really love our industry, our customers, and what we do. We have high expectations of each other and live up to the standards we've set.

The people who are happiest working for us want to get stuck in and make things happen for a great purpose. They want the challenge of a fast pace, lots of energy and a great team to work with.

We are a special group who have chosen to work together, and we share these characteristics:

- **Expert & specialist**
We're highly respected and super proud of our level of expertise – making the complexity of what we do look effortless.
- **Flexible**
We're all about innovation and trying new ways to create experiences for customers. We're really flexible to meet our customers needs.
- **Positive and energetic**
There's a great energy across the business and sense of teamwork - it feels like a family. We have fun at work and there's plenty of social activity.
- **Ready to grow**
Careers are important to us too – some of our senior leaders started out as team members and then progressed their careers.
If people move on from working with us, they'll always have improved their skills and experience along the way.
- **Committed**
Our people show huge levels of commitment for our customers, and they're determined to get the job done. Events always build up to a crescendo of activity, so it's not always easy. Even when there's pressure it's still a great place to work.



We have a Code of Conduct sets out the right way to do business at Manchester Central. The reputation and integrity of our business is based on all of the decisions we've made, the way we manage our business and what we deliver. These actions and decisions have built up the trust we've earned with our customers, suppliers, communities and colleagues.

Our people pay attention to respect in our workplace, doing the right thing and safeguarding our company and each other.

Person Specification

Education	Essential	Desirable
Level 2 Food Safety Certificate	✓	
Barista Skills qualification		✓
Personal licence holder		✓
Experience		
Management background in hospitality/service/ events industry	✓	
Hands on experience in a retail and hospitality environment	✓	
Proven café and hospitality experience, 3-4 years minimum in a relevant industry	✓	
Experience in recognising potential problems and identifying & carrying out effective solutions	✓	
Good understanding of food safety and H&S regulations	✓	
Experience of event management and event H&S	✓	
Proven people management skills	✓	
Skills		
Excellent communication and leadership skills	✓	
Exceptional customer service skills	✓	
IT literate	✓	
Personal Attributes		
Enjoys working in a fast-paced environment	✓	
Positive and proactive attitude with a desire to make a difference	✓	
Self-motivated but with the ability to work as part of a team	✓	
Willingness to undertake a flexible working pattern as needed by the business	✓	