

The **acc** Liverpool Group

THE ACC LIVERPOOL GROUP

Job Description & Role Profile



Fixed Term Contract - 12 months

Catering Mobilisation Director (Sport & Entertainment)

REPORTS TO: CEO

DIRECT REPORTS: S&E Head Chef, Catering Head of Entertainment & Sports Events, Staffing Manager for S&E Catering.

JOB PURPOSE

Responsible for the in-house mobilisation of all Sport and Entertainment (S&E) catering services (including both retail and hospitality) across three campus venues, including the M&S Bank Arena.

Reporting to the CEO this role is responsible for both the planning and delivery of the in-house transition, from an outsourced catering provider, and all commercial and operational aspects of delivery for the initial trading period. The mobilisation activities are envisaged to be undertaken in three phases:

1. For the period to 31 March 26 - Mobilising the transfer of catering services to an inhouse model from the current outsourced provider, managing people, budgets, capital investment, equipment, supply chain and service delivery preparation.
2. Managing the initial trading period of the in-house operation from 1 April 26 onwards - embedding quality driven customer service focused delivery standards, driving improved sales and profitability, ensuring regulatory compliance, designing and delivering flexible retail and hospitality catering offers that consistently meet event commercial targets and drive an exceptional customer experience.
3. Working with the CEO and COO, help finalise the future shape of the S&E catering team at a senior level, assisting with any recruitment activities and investing in the transfer of knowledge and upskilling of new or existing staff members to ensure a successful hand over of operations beyond the initial stabilisation period, and continued commercial and operational success.

MAIN DUTIES AND RESPONSIBILITIES

- Lead the commercial and operational management and continuous improvement of the mobilisation of the in-house S&E catering services across the campus.

- Take full accountability for the day-to-day performance of the S&E catering function from 1 April 26, ensuring a consistently high-quality customer experience and efficient service delivery.
- Working alongside the people team and CEO, manage the recruitment, TUPE transfer and induction of key staff including a Head Chef, Head of Entertainment & Sports and Staffing Manager, ensuring effective leadership across logistics, kitchen, event catering, and bar operations. This encompasses a permanent team of 10.5 FTE as well as a casual workforce employed to deliver event related services.
- Create and implement financial delegated authorities, budgets, and forecasts for the commercial performance of the S&E catering department, including income generation, cost control, profit margins, trend analysis and financial reporting.
- Implement and deliver a bespoke S&E catering service standard, including service models, staffing norms, product development, and pricing.
- Set the working practices, KPI's and reporting tools to ensure sales across all areas of inhouse catering are maximised, tailoring the offer to suit event profiles, audience behaviours, and market trends.
- Partner with ACC Liverpool colleagues to ensure a seamless delivery of in-house S&E catering in synchronicity with the outsourced C&E contract.
- Work with the Commercial and Business Development Director to introduce and embed the right commercial arrangements for the provision of beverage and confectionary deals appropriate to the service and pricing strategy.
- Identify and implement opportunities to improve efficiency, and initiatives to drive customer satisfaction, product quality, and overall profitability.
- Advise on the appropriate staffing structure for both and initial trading period and beyond, and support on the recruitment, training and upskilling of the right team members to create a high-performing team.
- Ensure the design and implementation of all processes and policies to ensure operations meet health, safety and quality standards.
- Lead on compliance with food safety, health and safety, licensing, and allergen management standards, maintaining a strong audit-ready culture in respect of all S&E catering.
- Lead and deliver the company's catering sustainability objectives in relation to S&E through responsible sourcing, waste management, and environmentally sustainable catering practices.
- Lead on the implementation of effective customer feedback and trend analysis processes to drive continuous improvement across S&E catering services.
- Ensure effective collaboration with event and venue teams to align catering provision with operational plans and customer expectations.
- Oversee the procurement of suppliers, goods and equipment necessary to effectively deliver the function.
- Set up clear and auditable stock control procedures.
- Be responsible for the ensuring there is collaboration with the Director of Operations and VM and the FM team for the appropriate maintenance of catering assets and infrastructure.

- Advise and support the SMT on the long-term planning for S&E catering services, including catering investments, refurbishment projects, and capital proposals.

MANAGERIAL AND SUPERVISORY RESPONSIBILITIES

Responsible for effective day-to-day leadership of the in-house catering operation, ensuring delivery of high standards across all services.

Line management of the Head Chef, the Head of E&S Events, and Staffing Manager for S&E Catering, supporting them to lead their teams effectively.

Responsible for setting SMART objectives, monitor performance, and support the development and progression of all team members.

Ensure S&E catering team compliance with HR, health and safety, and operational policies.

Lead on and champion compliance with all food and beverage regulations, ensuring the highest standards of food safety, hygiene, licensing, and allergen management across the S&E catering operation.

GENERAL

To be present on site and play a hands-on role in ensuring service delivery is continually improving, offering markedly improved catering customer experiences across all S&E led events.

To adhere to The ACC Liverpool Group's Health and Safety policies and procedures and to observe a duty of care to all visitors, staff and contractors to site.

To undertake any other duties commensurate with this post as determined by your line manager.

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.

ROLE PROFILE

ATTRIBUTES	DESCRIPTION	ESSENTIAL/ DESIRABLE	HOW MEASURED
TRAINING & QUALIFICATIONS	<ul style="list-style-type: none">• GCSE grade C (level 4) or above in English Language and Maths• Degree or Diploma in Hospitality Management or similar.• Project management qualification.• Food Hygiene Certification Level 3 (minimum) — Level 4 desirable.• Level 2 qualification as a Personal Licence holder from an accredited training provider e.g. BIIAB, HABC, TQUK etc.	Essential Desirable Desirable Essential Essential	A A A A A

EXPERIENCE	<ul style="list-style-type: none"> • An experienced catering transformation professional with demonstrable experience in leading the process from mobilisation through to stabilisation through to steady state. 	Essential	A/I
	<ul style="list-style-type: none"> • Highly developed experience in managing large-scale, multi-outlet catering operations within a complex venue such as an arena, stadium or similar high-volume event environment. 	Essential	A
	<ul style="list-style-type: none"> • Experience of delivery in time specific projects related to catering services, including handover from other catering providers and TUPE transfer or staff. 	Essential	A/I
	<ul style="list-style-type: none"> • Proven experience in leading diverse teams across kitchen, bar, and event catering functions, including senior-level line management. 	Essential	A/I
	<ul style="list-style-type: none"> • Demonstrable track record of achieving commercial targets through effective cost control, sales growth, and operational efficiency. 	Essential	A/I
	<ul style="list-style-type: none"> • Highly developed experience in managing food safety, health and safety, and licensing compliance. 	Essential	A
	<ul style="list-style-type: none"> • Strong background in delivering excellent customer service in both public-facing and event-led catering environments. 	Essential	A
	<ul style="list-style-type: none"> • Experience collaborating with internal stakeholders and contributing to cross-functional operational planning. 	Essential	A/I
	<ul style="list-style-type: none"> • Experience in procurement, supplier management, and stock control systems. 	Desirable	A

Key for How Measured:

I - Interview

P - Presentation

A - Application

E - Exercise

T - Test

AC - Assessment Centre

CS - Case Study

SKILLS & KNOWLEDGE	<ul style="list-style-type: none"> • Strong operational management skills with the ability to oversee multiple catering outlets and teams effectively. • Commercial awareness and financial acumen, including budgeting, cost control, and profit margin management. • Excellent leadership and people management skills, capable of motivating and developing teams. • Sound knowledge of food safety, health and safety, licensing, and allergen management regulations. • Strong customer service orientation with the ability to drive high standards and respond effectively to customer feedback. • Good understanding of retail and hospitality catering trends, menu development, and sales-driving techniques. • Proficient in using catering management software, point of sale systems, and standard office IT applications. • Effective communication and interpersonal skills to collaborate across departments and with external partners. • Ability to analyse and interpret both financial and operational data and use insights to inform decision-making and continuous improvement. • Composition and delivery of business cases with the ability to maximise profitability and ROI. • Strong decision making experience that includes providing subject matter expert advice to influence F&B strategies. • Excellent planning, organisation and project management abilities 	Essential	I/P
		Essential	I/P
		Essential	I/P
		Essential	A/I
		Essential	I/P
		Essential	I/P
		Essential	A/I
		Essential	I/P
		Essential	A/I
		Desirable	A/I
		Essential	I/P
		Essential	I/P
KEY ATTRIBUTES	<p>Internal/external stakeholder management</p> <p>Confidence to deliver projects through change</p> <p>Ability to work under pressure and adapt to changing circumstances</p> <p>Financial acumen and budgeting skills</p>	All Essential	I/P

	Excellent verbal and written communication and interpersonal skills Prioritisation and time management Collaborative working style Team orientated and team motivator. Problem solving mind set, can do attitude Attention to detail Innovative and creative Flexible and adaptable Self-motivated and able to work on own initiative		
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Signed by Employee:

Date:

Signed by Line Manager

Date