

Job Description

Post:	Group Head of Refectories and Commercial Lettings
Responsible To:	Group Director of Estates and Capital Programmes
Summary of Post:	To provide strategic and operational leadership for EKC Group refectories and commercial lettings, maximising commercial income while delivering safe, high-quality, inclusive services for students, staff, employers and the wider community.

Specific Duties:

1. To implement the Group Catering Strategy for refectory operations and develop and implement a commercial lettings strategy, aligned to the Group estate, income generation and student experience priorities.
2. To lead the operation and development of all Group refectories and cafes across all sites, ensuring consistent, high-quality, nutritious and affordable food and beverage offer across all campuses.
3. To provide effective line management to staff within the Refectories and Commercial Lettings team, offering clear support, guidance and ongoing development aligned to CPD expectations.
4. To maximise commercial income through effective use of the estate, including room hire, sports facilities, theatres, specialist teaching spaces, conferencing, hospitality and community use of facilities.
5. To develop pricing, marketing, booking, customer relationship and contract management arrangements for commercial lettings and events. This may also include attending or supporting events during the day, evenings and weekends.
6. To facilitate the development and follow the standards set in all areas of food production and service.
7. To be responsible for developing and implementing robust costing and pricing models to ensure value for money and a clear evidence-based pricing structure, leading to profitable commercial outlets.
8. To be responsible and accountable for setting, monitoring and delivering agreed income, expenditure and surplus targets across refectories and commercial lettings.
9. To maintain strong financial controls, including stock management, purchasing negotiations with suppliers to achieve best value and managing their

performance, wastage, cash handling, EPOS use and regular performance reporting.

10. To ensure compliance with food safety, food hygiene, allergen management, health and safety, fire safety, safeguarding, licensing, data protection and relevant Group policies.
11. To ensure risk assessments, safe systems of work, training records, inspections, audit responses and compliance documentation are maintained and reviewed regularly.
12. To oversee food safety compliance training/checks, menu development and allergens for the Multi Academy Trust (MAT) where required.
13. To lead, motivate and develop refectory and commercial lettings teams, ensuring effective recruitment, induction, training, supervision, performance management and succession planning.
14. To use student and staff customer feedback, financial data and service performance information to drive continuous improvement across all services.
15. To promote sustainable catering and lettings practices, including reduction of food waste, responsible sourcing, energy awareness and support for the Group sustainability ambitions.
16. To develop opportunities for learners to gain meaningful work-related learning, employability experience and exposure to hospitality, catering, events and customer service environments.
17. To prepare reports, business cases and recommendations for the Director of Estates and Capital Programmes and other senior leaders as required.
18. Act as a key member of the Group Leadership Team (GLT), working closely with business unit leaders and Group service leads to shape, champion and embed a positive people culture that brings our strategic plan to life across EKC Group.

General Duties and Responsibilities:

1. To participate in the staff support & development scheme and to undertake training based on individual and service needs.
2. To take a lead in creating or to promote a positive, inclusive ethos that challenges discrimination and promotes equality and diversity.
3. To comply with legislative requirements and College policies and guidelines in respect to health & safety and data protection.
4. To demonstrate positive personal and professional behaviour as specified in the Staff Code of Conduct.
5. To undertake continuing professional development to support our culture of continuous improvement.
6. To partake in quality assurance systems.

7. To meet minimum relevant occupational standards.
8. To keep up to date with the skills required to fulfil the role.
9. To undertake any other duties commensurate with grade as may be reasonably requested.
10. You will be responsible for protecting staff and learners from all preventable harm as per Safeguarding procedures.

	EMPLOYEE SPECIFICATION	Application	Interview	Shortlisting Weighting
Skills				
1.	Strong financial acumen and commercial awareness, demonstrated through experience of managing income-generating services.	✓	✓	6
2.	Excellent customer service, communication, relationship-building and influencing skills.	✓	✓	4
3.	Ability to work under pressure, prioritise multiple services and meet tight deadlines across a multi-site environment.	✓	✓	4
4.	Strong organisational skills to provide effective, efficient and compliant services.	✓	✓	4
5.	Good Digital skills, including ability to use EPOS, booking, reporting or relevant operational systems.	✓	✓	4
6.	Ability to show initiative, solve problems independently and identify new commercial opportunities.	✓	✓	4
7.	Actively contribute to the Group safeguarding practice, procedures, culture and ethos.	✓	✓	6
Experience				
1.	Significant experience of leading and managing in a relevant catering, hospitality, facilities, retail, leisure, events or commercial environment. (Experience in education an advantage).	✓	✓	6
2.	Experience of managing multi-site services and developing and delivering consistent operational standards.	✓	✓	4
3.	Proven track record of inspiring, supporting and performance-managing teams.	✓	✓	4
4.	Budget and resource management experience within a customer-facing commercial setting.	✓	✓	4
5.	Experience of developing or managing commercial lettings, venue hire, conferencing, hospitality, events or community use of facilities.	✓	✓	4
6.	Experience of managing health and safety, food safety or operational compliance requirements.	✓	✓	6
Education				
1.	Maths Level 2 (e.g. equivalent to GCSE grade C/4 or above)	✓		4
2.	English Level 2 (e.g. equivalent to GCSE grade C/4 or above)	✓		4
3.	Food Safety qualification at Level 3 or above, or willingness to achieve within an agreed timeframe.	✓	✓	4

4.	Health and Safety qualification related to the area of work or equivalent experience.	✓	✓	4
5.	Hazard Analysis and Critical Control Points (HACCP), allergen management, licensing, event safety or venue management training.	✓	✓	4
6.	A management qualification at Level 5 or equivalent management experience.	✓	✓	2

Advice to candidates

This post is subject to an enhanced disclosure from the Disclosure and Barring Service.

In completing your application please draw attention to the extent to which you meet each of the criteria in the person specification marked as being assessed at application stage. Please use examples of where you have demonstrated the criteria with as much detail as possible to assist in the shortlisting process.

The shortlisting weighting indicates which criteria are the most important to the recruiting manager:

- 6** Minimum/critical - criteria which is essential for the role i.e. it would be extremely difficult for the person to carry out the role without already having these essential skills, experiences or qualifications.
- 4** Important - criteria that would be significant to the candidate being successful in the role. These may be skills, experiences or qualifications that have substantial meaning for the role but could be supported or taught on the job.
- 2** Other relevant - It would be great if the candidate had, but is not expected to be shortlisted.