



MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

Food and Beverage Operations Manager (Players & Members)

Department: Catering

Reporting to: Deputy Food and Beverage Executive

Contract: Permanent

DIMENSIONS OF ROLE

Normal working hours will be 5 shifts of 9 hours rostered between Monday to Sunday, including one-hour unpaid lunch on each day worked: making a total of 40 working hours per week.

KEY PURPOSE OF ROLE

The Food and Beverage Operations Manager is responsible for managing and delivering high-quality food and beverage services in the Members' Pavilion and Member facilities on match days and non-match-days. The role focuses on maintaining exceptional standards of service, working closely with high-profile internal and external stakeholders, including committee members, executive board members, domestic and international cricket players, and backroom staff. The successful candidate will also oversee member societies, member events and non-match-day internal services.

KEY TASKS AND ACCOUNTABILITIES

- **Match Day Operations:** Delivering the food and beverage services in the Pavilion in particular the Committee and Players Dining Rooms, ensuring all service standards and stakeholder expectations are met. Overseeing bar operations to ensure exceptional quality in the services provided to both members and guests.
- **Player Experience:** Overseeing the planning and coordination of player dining experiences, leading service delivery with a focus on excellence, continuously seeking innovative ways to elevate the dining offering, and ensuring consistently high standards of service.
- **Non-Match-Day Operations:** Overseeing daily catering operations for internal meetings, member services, society events, and other functions, while managing stock control and ensuring smooth service execution.
- **Event Management:** Coordinating with internal stakeholders and clients to plan and execute catering services for non-match-day committee and member events, ensuring timely delivery and high service standards.
- **Logistics:** Overseeing the set-up, service, and breakdown of catering events, ensuring that equipment, food, and beverage are arranged accurately.
- **Menu Planning:** Collaborate closely with senior chefs and team nutritionists to create customised menus that meet the nutritional requirements of domestic and international cricket teams. Additionally, contribute to menu planning for committee and member events, ensuring consistency and operational excellence.
- **Team Management:** Recruitment, training, scheduling, and supervising catering staff, including servers, chefs, and support staff, to ensure smooth operations.
- **Stakeholder Engagement:** Acting as the main point of contact for committee members, players, and other stakeholders, addressing their concerns and ensuring that their expectations are met for each event.
- **Financial Accountability:** Managing financial performance by overseeing budgets, controlling costs (labour, food, beverage), and operational variables.
- **Health & Safety Leadership:** Ensure that all catering operations adhere to Health & Safety, COSHH (Control of Substances Hazardous to Health), and Food Hygiene regulations for all staff. This includes:
 - Conducting risk assessments and maintaining safe systems of work documentation.
 - Implementing food handling and allergen legislation and ensuring food safety standards.
 - Maintaining competency records and ensuring all safety equipment (including PPE) is available and used correctly.

This job profile is not an exhaustive or definitive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks and duties of the jobholder might differ from those outlined in the job profile and duties might be amended as the job evolves in light of the needs of the business and/or at the discretion of management.

VARIATIONS OF JOB RELATING TO MAJOR MATCHES

- Attendance at all major match-days, including weekends, as required.
- Support non-match day operations when and where business requires.
- Any other duties, whether in the Department or elsewhere around the Ground, as required.
- Duty Manager role for non-major match-day cricket.

VALUES AND BEHAVIOURS

EXCELLENCE

- Striving for excellence in every aspect of the MCC's operations.
- Valuing continuous improvement, pushing boundaries to achieve the best outcomes for Members, players and visitors.
- From the world-class cricket schedule to the maintenance of Lord's Cricket Ground, we aim to drive forward the game of cricket.

TEAMWORK

- Creating a cohesive and supportive environment to create shared goals and responsibilities.
- Success in our team performance benefit all who come to Lord's.
- By valuing teamwork at MCC we create a positive and inclusive environment.

INTEGRITY

- Striving for honesty, fairness and ethical conduct in all aspects of cricket.
- Integrity, both on and off the field of play, is at the heart of MCC.
- Promote a culture of sportsmanship celebrated by those within the Club and those who visit to play or watch.

HEALTH AND SAFETY

- Responsible for the safety of yourself and others through adherence to MCC (and legal) safety rules and procedures.
- Report any unsafe practices, equipment or circumstances as appropriate.
- Comply fully with relevant security policies and procedures.
- Be familiar with fire procedures and evacuation procedures and be prepared to operate when/if trained as a Fire Warden.

PERSON SPECIFICATIONS – SKILLS, EXPERIENCE AND QUALIFICATIONS

- 3-5 years of proven experience in food and beverage operations management, preferably in high-end or sports environments (e.g., sporting or members' clubs).
- Strong understanding of event management within the hospitality or catering sector.
- Excellent knowledge of health, safety, and food safety regulations, including COSHH, allergen legislation, and food hygiene (Level 2 certified).
- Demonstrated ability to work under pressure while maintaining accuracy and diligence.
- Exceptional leadership, team management, and staff development skills.
- Financial acumen, including managing budgets, forecasts, and P&Ls.
- Strong organisational skills, capable of managing multiple events and priorities.
- Excellent communication, stakeholder collaboration, and people skills, with a customer-focused approach.
- Passionate about food and beverage catering, with a drive for innovation to enhance customer experiences.
- Familiar with food and beverage management software and Microsoft Office.
- Personal licence holder with WSET or equivalent Level 2 qualification.

Written by: Pedro Saavedra

Accepted by:

Date: 15 October 2024

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