

# PGL Job Description



## Job Title: Food and Beverage Manager (CGR)

Reporting to: General Manager

### Main purpose of the role

To support the provision of high-quality dining experiences in a fast-paced environment, ensuring appetising, nutritious meals and excellent customer service while adhering to PGL standards and safety procedures, and meeting financial targets under the guidance of the General Manager. As well as supporting the centre's social hub operations by identifying trends, analysing feedback, and driving improvements to enhance revenue and customer retention. This includes managing stock, cash, and guest experience, ensuring policy compliance, and meeting KPIs.

As part of PGL you'll be creating unforgettable learning and adventure experiences that make a real difference to the lives of young people. Our incredible team has always been the secret to our success. Our people are our future and we take great pride in matching your hard work with a promise to look after you and your career.

### Responsibilities

#### Compliance: To ensure that the catering operation complies to all regulation and internal policy regarding Food Safety, Allergen Management and Health & Safety

- Oversee legal compliance within the catering department, ensuring adherence to relevant regulations and standards. Monitor and ensure completion of due diligence checks and safety controls critical to maintaining food safety standards.
- Ensure that food handlers receive specific training for any Critical Control Points (CCPs) they are responsible for and liaise with DDASS Officers or auditors during site inspections to ensure compliance with regulations and standards.
- Implement and maintain the Hazard Analysis and Critical Control Points (HACCP) plan within the catering operation. Conduct departmental risk assessments and ensure the timely implementation of cleaning schedules to maintain a high degree of cleanliness across the department.
- Log all accidents, incidents, food complaints, and near misses promptly, and conduct thorough investigations using a robust root cause analysis approach to identify and implement effective corrective actions.
- Demonstrate a positive food safety culture by completing inspection actions within set timeframes and utilising tools such as the Alert65 safety dashboard to identify opportunities for improved compliance.
- Ensure compliance with the bar operator's licence, maintain security of till points and money transfers, and secure the building at the end of the day.
- Ensure accurate accounting of daily on-site revenue and prepare it for weekly banking, adhering to financial protocols and timelines.



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Teamwork



Quality



Safety



Respect



Inclusivity



Fun

## **Colleague: Managing colleague performance, training, coaching and engagement**

### **Understand and use PGL's Strive Learning Management System to:**

- Track training completion for the Catering Management Team, ensuring timely completion and mitigating operational risks. Monitor workplace performance, providing colleagues with regular 1:1 feedback and using coaching and mentoring to support development and career progression.
- Manage colleague scheduling, holidays, and cross-functional resource allocation within the catering department, identifying and addressing resourcing gaps with the General and Regional Operations Manager.
- Collaborate with the General Manager and central resourcing team to conduct interviews, delegate tasks effectively, foster a strong team ethos through exemplary leadership, conduct departmental meetings, and acknowledge feedback via PGL Engage.

## **Commercial: Manage all financial aspects of the catering operation to ensure maximum value for money and effective cost control and maximise the on-site revenue via the social hub**

- Maintain precise control over stock ordering to align with volume needs and production planning, ensuring adherence to approved suppliers and stock rotation practices to minimise wastage.
- Oversee the reception of food deliveries, ensuring quality control and accuracy of orders, and following through on any discrepancies with the supplier
- Utilise PGL's purchase to pay system, Compleat, to process cross charges and manage goods receipting and invoice processing efficiently within the department.
- Seek approval from the General Manager for any expenditures exceeding budgetary limits, prepare detailed budget information, and monitor food spend to prevent budget non-compliance. Record and review food waste, identifying opportunities for improvement.
- Maintain highest standards of customer service in the social hub, promoting commercial opportunities and making sure the social hub is open and operating efficiently.
- Manage stock levels, place orders, oversee deliveries, ensure stock rotation, and collaborate with relevant departments to meet revenue KPIs and maintain product standards.
- Review and develop operational processes to improve financial performance and collaborate with other departments to increase revenue through events and operations.
- Maintain appropriate stock levels and implement effective merchandising plans, working with the retail assistants to minimise waste and ensure availability of popular items.
- Develop and execute event calendars to drive footfall to the social hub, contribute to the commercial aspects of monthly accounts, and ensure colleagues meet sales targets.



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- Manage staffing levels effectively, conduct regular KPI reviews to monitor and improve operational performance, provide feedback on the weekly social hub report, and respond proactively to changes in business levels.

## Customer: Delivering an efficient and friendly dining experience for colleagues and guests

- Ensure safe and suitable meal provision for customers with medical dietary needs, including liaising with Party Leaders/Parents to discuss menus, ingredients, and allergen controls.
- Stay updated on medical dietary needs through self-service reporting, provide consistent and efficient service, and escalate maintenance issues for resolution.
- Train management team for delegation in absence, understand and address Group Leader feedback to prevent recurrence of dissatisfaction.

## Manage yourself improving own CPD

- Ensure effective information flow between departments and act as a positive role model across the centre, fostering continuous improvement in knowledge, skills, and experience.
- Regularly review personal targets and objectives, while also upskilling the management team for effective delegation in absence.

## Assist with centre specific duties associated with a residential children’s activity centre

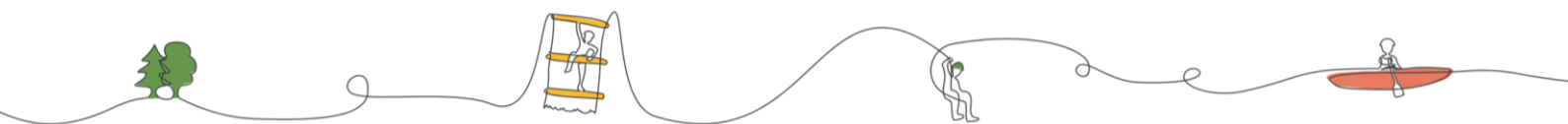
- Contribute at a senior level to the daily operations of a residential activity centre, attending and contributing to meetings, handling staff queries, emergencies, conducting on-call duties, and aiding across departments and other PGL centres as needed.

## Useful Information

Our centre is transforming to better position us to assist the business as we move into the future. As such, our roles are likely to evolve. Therefore, whilst this job description provides an overview of the main duties, it is not intended to be exhaustive and it is anticipated that the contents will change over time whilst remaining within the broad remit of the role.

## Person Specification

Education, Experience & Achievements	Essential	Desirable
Line management – Proven experience of coaching and mentoring, reports to empower decision making	✓	
Management of employee relations and welfare issues, at an appropriate level of severity	✓	
Experience of creating and delivering effective training	✓	
Level 3 food safety and Allergen Management (or equivalent)	✓	
BTS management en hôtellerie-restauration (or equivalent)	✓	
City & Guilds 7061/2 or NVQ equivalent (or European equivalent)	✓	



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Management Qualification e.g. ILM I3 Award/ILM NVQ Level 3 Management	✓	
Experience in catering for large numbers	✓	
GCSE Grade A-C English, Maths or Functional Skills L2 (or European equivalent)	✓	
Completed the PGL Leadership and Management Programme (If internal)	✓	
Previous bar/retail experience	✓	

Skills & Knowledge	Essential	Desirable
IT literate in a range of MS Office applications (Word, Excel)	✓	
Ability to manage, mentor and develop individuals and teams to fulfil their potential	✓	
Looks for new or innovative approaches to solve the issue	✓	
Relates to others in a confident and relaxed manner	✓	
A proficient level of French	✓	
A proficient level of English	✓	

Personal Attributes	Essential	Desirable
Accurate with a high attention to detail	✓	
Ability to collaborate effectively with others	✓	
Genuine commitment to Equity and promoting the Values of diversity	✓	
Communicates and presents effectively; with passion, energy and enthusiasm	✓	
Provides positive and constructive feedback and uses coaching to improve performance	✓	
Demonstrates commitment to PGL's vision, values and business priorities.	✓	
Adopts a positive attitude to change and looks to improve the way we work by challenging the status quo	✓	

Additional requirements	Essential	Desirable
Enhanced DBS check, Casier Judiciare Bulletin 3 or Overseas Police Check	✓	
Full Drivers licence		✓

## Additional information

### Environmental & Social Governance (ESG)

You are required to uphold and champion our Better Beyond Adventure Environmental Social Governance strategy whilst assisting our B Corp certification.

This requires personal, departmental and company-wide level participation through ongoing engagement in discussions, delivery and decision-making around ESG, upholding company



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and department ESG goals and targets, and managing your team of ESG allies in a way that fosters a culture passionate about people and the planet.

Our Better Beyond Adventure strategy means we all have a role to play as part of our day job. This varies from team to team and by role. However, as standard it is now a requirement for each role to understand how they contribute to delivery of BBA across the three pillars:

- Our places, our planet
- Champions of wellbeing
- Playing our part

And by delivering our BBA goals you will also be assisting our B Corp certification and role modelling our PGL Beyond values.

## Equal Opportunities/Safeguarding

We pride ourselves on hiring the best people and recognise the importance and benefits of a diverse and inclusive team. However, the protection and safeguarding of our colleagues and the young people visiting our centres is our primary concern. PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS or PVG in Scotland), which PGL will pay for. You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.

## Our Values

Our company values of teamwork; quality; safety; respect; inclusivity and fun define our beliefs and underpin everything we do. Though simple on the surface, when combined, these values create the exceptional experience that sets PGL apart for both our guests and colleagues.

## Right to amend

The company reserves the right to amend the job description in consultation with the colleague to reflect changes in the role.

Job description updated on 31/03/2025.

