

Position Operations Coordinator
The Orde Food Company

Reporting to Owners/Directors - Justin Orde, Christian Orde, Alan Thomson

Relationships:

- a) Responsible to: Event Managers & Coordinators
- b) Liaison with: KP and event set up staff

Date May 2017

Key Objective

The operations coordinator will support the operations director & event managers in the efficient delivery of key logistical tasks. This will be done by working with kitchen porters and event set up staff to ensure the smooth operation of the link between the catering unit and event venues.

Key Tasks:

- Monthly Inventory checks of all Orde Food equipment with a member of the accounts team or senior manager
- Picking & packing equipment for events
- Carefully loading equipment into transport vehicles
- Unloading equipment at event venues
- Checking the correct equipment has been delivered to event venues including equipment hired from alternative suppliers
- Setting up event venues including kitchen, bar and dining spaces
- Assisting with the smooth operation of back of house during events
- Clearing down event venues
- Carefully reloading transport vehicles paying attention to correctly reloading all equipment
- Unloading transport vehicles
- Helping KPs to correctly clean and store equipment ready for the next job
- Taking a clear and concise inventory check of all items making sure all equipment has been returned and Recording breakages, missing stock and faulty stock so proper replacements can be sourced before the next event.

These objectives will be achieved by:

- Meeting, and where possible, exceeding client and owner expectations, enabling the company to be recognised as providing a consistent and high quality of service and cuisine to all customers.
- Ensuring events venues are presented in a clean and tidy manner at all times both front and back of house.
- Carry out a full Inventory-check monthly in conjunction with the owners.
- Prioritise duties according to demand, maximising efficient use for rostered hours.
- Maintain a high level of personal grooming and presentation at all times. Instill and encourage a high level of personal grooming in other staff as well.
- Liaise with the Line Managers to ensure that the lines of communication are kept open between all departments – Event Managers, Kitchen team, Set up team and Clear down team.
- Speaking to clients and suppliers and answering the phone in a polite and professional manner if and when required.
- Contribute to cost control through energy conservation, the correct storage of all materials and use of equipment per the operating standards and manufacturing instructions.
- Record and report all potential health and safety hazards accidents and near misses in line with OFC policy.
- Ensure the events teams know and understand the emergency and security procedures of the respective venues.
- Maintain all equipment in good working order to meet health and hygiene standards.
- Ensure all appliance maintenance, crockery; glassware, cutlery and any other operational breakages are recorded.
- Ensure that all areas are properly secured at the end of your shift/event.
- Notify the Owners if repairs are required on any equipment and vehicles so timely repairs can be made to avoid disruption to service.
- Maintain respectable and authoritative position in the company and maintain a professional relationship with subordinates and colleagues. Do not socialise with subordinates inappropriately.
- Reinforce the importance of all staff being an ambassador of the The Orde Food Company.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Authorities

Ordering of stocks as per standard guidelines.

Owner

Operations Assistant

Dated: _____