



**Stock Operations
Manager**
Full time, permanent



ABOUT ALEXANDRA PARK AND PALACE

Alexandra Palace hosts a variety of events from concerts and exhibitions to live sports and street food festivals all year round. In return for your hard work we offer:

- Generous annual leave allowance – **28 days** (pro rata for part time employees) including 4 Christmas closedown days which are set by the organisation
- Opportunity to enter a ballot for **free event tickets**
- Summer and Winter social parties
- Discounts across our on-site catering units

ROLE DESCRIPTION

Alexandra Palace is looking for a full time **Stock Operations Manager** to join the in-house catering Team.

This role will oversee the management, purchase and replenishment of catering stock across the site plus support with new till layouts for concessions and temporary bars for events. You will also be the main point of contact for internal and external stock take processes and procedures and will support the Head Chef to cost menu dishes and create recipes in line with available stock.



The ideal candidate will have previous experience in hospitality or retail catering stock control, have experience working with F&B software and strong financial admin experience including reconciling stock and purchase orders.

This is a full time, permanent position working 40 hours per week, 5 days from 7.

The salary is circa **£35,000 pa** depending on experience.

HOW TO APPLY

To apply for the role of **Stock Operations Manager** please send your CV / expression of interest and a cover letter outlining how you meet the requirements of the role to recruitment@alexandrapalace.com

Please note that applications will be shortlisted on receipt.

Due to the volume of applications, we are unable to offer feedback to those not shortlisted for interview.

OUR COMMITMENT TO EQUALITY AND DIVERSITY

We are committed to providing equality of opportunity and encourage job applications from people of all backgrounds. We strive to build a diverse and inclusive workforce that is representative of our community and helps us to deliver more for our visitors. We particularly encourage applications from candidates from ethnic minority backgrounds and candidates with disabilities.

JOB TITLE	Stock Operations Manager
DEPARTMENT:	Catering
RESPONSIBLE TO	Head of Catering
RESPONSIBLE FOR	Cellar & Stores Supervisor Supervise stock agency and stock casual staff for events
OVERALL, JOB PURPOSE	To oversee the management, purchase and replenishment of stock to increase profitability and effectiveness by maintaining optimum stock levels for all Catering areas.
KEY INTERNAL RELATIONSHIPS	Head Chef Catering Managers Finance Team
KEY DUTIES AND RESPONSIBILITIES	<p>Stock management</p> <ul style="list-style-type: none"> • Manage orders and receipt of catering stock ensuring delivery notes match incoming goods and are of quality expected (food, beverage, disposables and cleaning materials), query and resolve any discrepancies with suppliers. • Manage stock levels of all catering equipment including crockery, cutlery, glass, coffee machines, display units, portable bars, portable refrigeration and tills. Conduct monthly stock takes of these lines. • Uphold accurate stock records ensuring that all products are entered onto the stock management system. Manage the monthly stock reconciliation including accurate data output reporting. Resolve discrepancies via stock system and event P&Ls • Manage internal and external stock take processes and procedures including: <ul style="list-style-type: none"> - Liaise with the external auditor on stock takes - Lead monthly stock takes across the Phoenix Bar & Kitchen, East Court Café, Boathouse Café, Theatre Bar and hospitality areas - Conduct weekly / event specific stock takes as and when needed. • Carry out regular updates of menu dishes and portion costs as required on stock system working closely with the Head Chef to create recipes in line with available stock. <p>Tills and systems</p> <ul style="list-style-type: none"> • Oversee system updates for the stock and EPOS till system liaising with external support and providing training to users. • Create new till layouts for concessions and assist catering managers with event specific till layouts. Manage till storeroom effectively to ensure tills are readily available for events, bars and concessions. • Working with Catering Managers, supervise the delivery and build of temporary bars, catering outlets and event specific units in line with operational requirements

	<p>Financial administration</p> <ul style="list-style-type: none"> • Reconcile stock invoices with accounts payable in a timely manner to meet month-end deadlines. • Maintain adequate stock levels, ensuring supply meets demand in anticipation of trading expectations. Develop a control model that promotes a lower cost of sales. <p>General</p> <ul style="list-style-type: none"> • Control the presentation and cleanliness of all catering storerooms
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PERSON SPECIFICATION	<p>ESSENTIAL</p> <p>EDUCATION / QUALIFICATIONS / MEMBERSHIPS</p> <p>Minimum GSCE Level Maths with grade A-C</p> <p>Level 2 food safety</p> <p>EXPERIENCE</p> <p>Previous experience in hospitality or retail catering stock control</p> <p>Previous experience of working with food and beverage software including stock control system and EPOS system</p> <p>Experience of spotting and resolving stock discrepancies</p> <p>Financial administration experience including reconciling purchase orders</p> <p>Line management or supervisory experience. Ability to supervise staff and provide training and guidance in all aspects of stock control</p> <p>SKILLS / KNOWLEDGE</p> <p>Strong Excel skills</p>	DESIRABLE
		<p>IPAF certificate / Forklift certificate</p> <p>Level 3 or above food safety</p> <p>Clean UK drivers license (required for driving gator around site)</p> <p>Experience of accounting software</p> <p>Experience operating on greenfield sites</p> <p>Previous experience with Sum Up software</p>

	<p>Strong numerical skills</p> <p>Accuracy and attention to detail</p> <p>Excellent verbal and written communication skills with ability to give clear direction</p> <p>Ability to communicate effectively with internal teams, suppliers and vendors</p> <p>To be physically capable of fulfilling the roles and responsibilities of the post and experienced in manual handling</p> <p>Availability to work weekends, bank holidays and some anti-social hours (according to the needs of the business)</p>	
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DIMENSIONS

Financial responsibilities

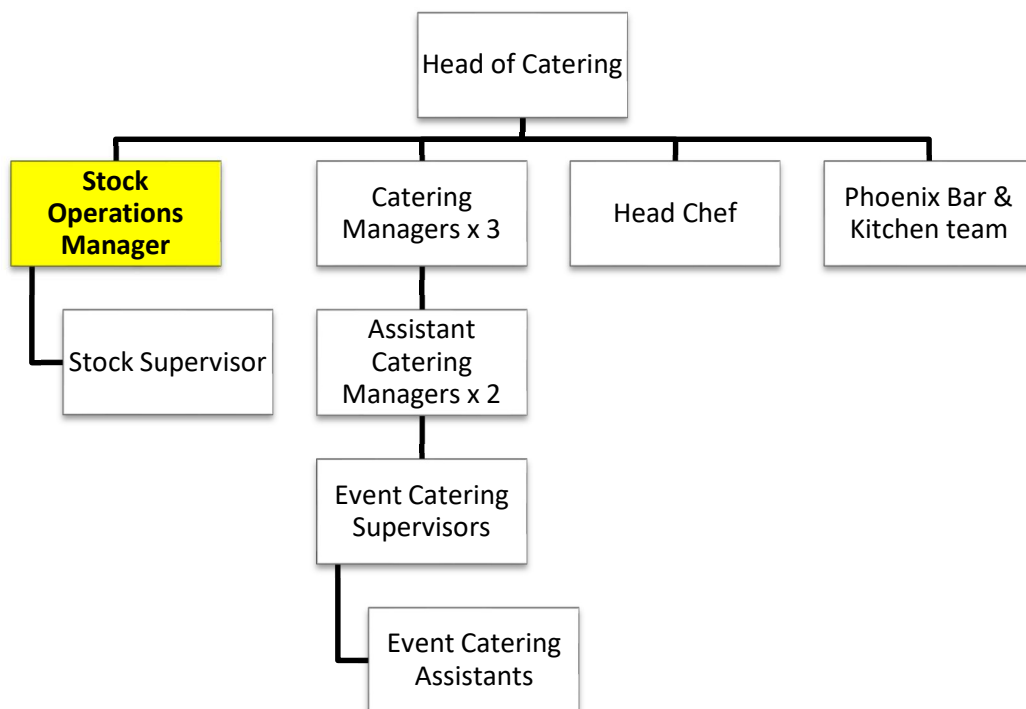
Responsible for reconciling month end stock reports and P&Ls in liaison with the finance team

People management responsibilities

Cellar Supervisor

Some line management for agency staff as and when required

ORGANISATIONAL CHART



GENERAL OBLIGATIONS

i. Health and Safety

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

ii. Equality and Diversity

Alexandra Palace is committed to the fair treatment of all our staff. We are committed to giving equal access to recruitment and selection, promotion and career development, training, pay and benefits.

We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team

iii. Safeguarding

Demonstrate commitment to safeguarding of children, young people, and adults at risk.

iv. GDPR

To handle personal data in accordance with the organisation's data protection policy and to record all processing activities in the organisation's data register where appropriate.

v. Sustainability

We are committed to a Sustainability strategy and policy, working towards finding new, innovative, and economical ways to stay green.

CUSTOMER SERVICE STANDARDS



VALUES AND BEHAVIOURS

1. We are Collaborative
2. We are Bold
3. We are Open and Genuine
4. We are Passionate and Fun
5. We are Resourceful

The Core Competency Framework

Each competency has an overall description. It is then broken down by level into "We will" and "We won't" indicators. This role is a level 2 (of 4) and therefore should be demonstrating behaviours at level 2.

1. We are COLLABORATIVE

"We work as one team, sharing ideas, knowledge and insight to achieve our common purpose"

	We Will	We Won't
Level 2	<ul style="list-style-type: none">• Work with other teams to raise and solve issues• Hold regular meetings to gain team input• Be visibly available to my team• Book weekly catch ups with other teams• Think and act as one organisation• Pro-actively talk to others rather than sending emails	<ul style="list-style-type: none">• Encourage silos or working in isolation• Think our work is more important than that of other teams• Make decisions without consulting other teams that may be impacted

2. We are BOLD

"We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things"

	We Will	We Won't
Level 2	<ul style="list-style-type: none">• Try new ideas and think outside the box• Look for possibilities and opportunities everywhere – taking time to think creatively• Have faith in my ideas and find my voice• Encourage the ideas of others more often• Utilise the experience of the whole team• Strive to improve the customer experience• Encourage others to see mistakes as learning	<ul style="list-style-type: none">• Say "I can do better" but then do nothing• Accept something just because it is the way it's always been done• Shut down ideas without thinking about the pros and cons• Resist change because it is too challenging• Think "I can't do it"• Say "No" but not explain why

3. We are OPEN AND GENUINE

"We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values."

	We Will	We Won't
Level 2	<ul style="list-style-type: none">• Get to know my team members• Be human – show empathy and care for others• Thank people and make them feel good• Accept all - embrace different points of view• Confront difficult situations with openness, sensitivity, care and empathy• Pro-actively address exclusion and discrimination	<ul style="list-style-type: none">• Exclude people because I find them difficult or challenging• Ignore or belittle the ideas or thoughts of others• Allow our own view to prevail not taking into account differences of opinion or approach• Tolerate exclusion or discrimination• Delegate to the same people as they always say "Yes" and avoid delegating to others

4. We are PASSIONATE & FUN

"Our job is to put smiles on people's faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment"

	We Will	We Won't
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Level 2	<ul style="list-style-type: none"> • Act as a role model for others by demonstrating passion for my job and energy every day • Go the extra mile – setting an example for the team • Make time to celebrate success • Inspire, develop and build my team • Focus on delivering quality for myself and my team • Create a culture of fun so that we can all enjoy what we do 	<ul style="list-style-type: none"> • Act negatively - moaning and criticising • Forget to celebrate • Just do the minimum to get by • Accept negativity or inappropriate behaviours in our teams
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5. **We are RESOURCEFUL**

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> • Bring solutions not just problems and complaints • Take a “see it and own it” approach • Make smart use of our resources • Actively look outside for new ideas and research • Attend and encourage others to attend training and conferences and bring back new ideas • Understand what generates profit • Free up budgets to spend where most needed • Empower and coach my team to come up with their own solutions • Make use of people’s skills from outside of work as well as at work 	<ul style="list-style-type: none"> • Use resources just because we have them • Say “no” just because of lack of resource • Just go for quick wins because they are easy • Allow wastage in our work areas • Take on too much at once • Create a stressful environment for myself or those around me