

Job Description

Catering Contract Administrator

Salary:	Grade 5
Contract:	Full time, fixed term
Location:	Canterbury Campus
Responsible to:	Contract Manager - Catering
Job family:	Administrative, professional and managerial

Job purpose

The Catering Contract Administrator will provide comprehensive administrative support to the Contract Manager in the management of the University's outsourced catering contract.

The role will support the effective administration of contract governance, stakeholder engagement, operational activities, performance reporting, sustainability initiatives and service improvement projects. The postholder will maintain accurate records, coordinate meetings, manage documentation, collate performance information and support communications between the University and Chartwells.

The role will act as a central administrative resource for the contract, ensuring information is accurate, actions are tracked, documentation is maintained and routine processes are completed efficiently. The role does not hold responsibility for contract management or decision-making but provides essential administrative support to enable the successful delivery of the University's catering partnership.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Provide administrative support to the Contract Manager in the day-to-day administration of the outsourced catering contract.
- Maintain contract records, governance documentation, operational procedures and partnership files.
- Organise meetings, prepare agendas, coordinate attendance, take minutes and maintain action logs.
- Support the preparation, formatting and circulation of reports, presentations, briefing papers and meeting documentation.
- Maintain document control systems, ensuring records are accurate, up to date and easily accessible.
- Coordinate requests for information between University departments and Chartwells as directed by the Contract Manager.
- Support the administration of contract review meetings and partnership groups.
- Maintain operational trackers, performance records and reporting databases.
- Collate KPI, SLA and operational information provided by Chartwells and University stakeholders.
- Produce routine reports, spreadsheets and management information as directed.
- Maintain records relating to student satisfaction, customer feedback, complaints, compliments and survey results.
- Assist with the preparation of monthly, quarterly and annual contract performance reports.
- Ensure accuracy and integrity of data used to support contract monitoring and reporting.
- Act as a professional first point of contact for routine contract-related enquiries.

- Support communication activities by preparing correspondence, meeting notes, presentations and briefing documents.
- Assist with the organisation of stakeholder engagement events, focus groups, workshops and promotional activities.
- Coordinate diary invitations, venue bookings and logistical arrangements for meetings and events.
- Support communication between University stakeholders and Chartwells operational teams.
- Provide administrative support for sustainability initiatives, social value commitments and community engagement activities associated with the catering contract.
- Maintain records and evidence relating to social value and sustainability activities.
- Assist with the administration of Right to Food projects and associated working groups.
- Support the collection of information required for sustainability and social value reporting.
- Maintain records relating to health and safety, food safety and operational compliance requirements.
- Support the preparation and organisation of documentation required for audits, inspections and contract reviews.
- Maintain contractor documentation, insurance certificates and compliance records as directed.
- Support document control processes and data protection requirements.
- Assist with tracking actions arising from audits, inspections, reviews and service improvement plans.
- Maintain filing systems, electronic records and shared team resources.
- Raise purchase orders and support invoice administration processes where required.
- Assist with maintaining operational procedures and guidance documents.
- Undertake general administrative duties in support of the Contract Manager and wider Campus Services team.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Managing multiple requests and priorities whilst maintaining a high level of accuracy.
- Maintaining comprehensive and up-to-date records across a large and complex outsourced contract.
- Ensuring performance, compliance and stakeholder information is accurately recorded and reported.
- Working effectively with a wide range of stakeholders across the University and Chartwells.
- Understanding established procedures and recognising when issues should be referred to the Contract Manager.
- Supporting contract administration activities within a fast-paced operational environment.

Facts & figures

The role supports the administration of the University's outsourced catering contract, which delivers food and beverage services across multiple campuses and outlets.

The contract serves approximately 15,000 students and 3,000 staff and supports a wide range of catering, hospitality, retail and event services.

The role supports contract governance, stakeholder engagement, performance reporting, sustainability initiatives and social value activities associated with a multi-million-pound strategic partnership.

Internal & external relationships

Internal: Contract Manager – Catering services; Director of Campus Services; Campus Services teams; Finance team; Procurement team; Sustainability team; Health & Safety team; Student Services; Kent Union; Residential Life team; Schools; Professional Services departments

External: Chartwells Management and Operational teams; catering suppliers; contractors; Community partners; auditors; consultants; service providers

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Repetitive limb movements
- Working to deadlines associated with contract reporting and governance requirements
- Occasional visits to catering outlets and operational areas
- Attendance at stakeholder meetings and engagement events
- Ability to travel between campuses when required

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Educated to GCSE level (Grade A-C/4-7) or equivalent. (A)
- Previous experience in an administrative or clerical role. (A, I)
- Good IT skills, particularly Microsoft Office packages including Word, Excel and PowerPoint. (A, I)
- Excellent organisational and time management skills. (A, I)
- Experience of organising meetings, maintaining records and managing documentation. (A, I)
- Experience of taking minutes and maintaining action trackers. (A, I)
- Good attention to detail and accuracy. (A, I)
- Experience of maintaining databases, spreadsheets or information systems. (A, I)
- Ability to communicate effectively with a wide range of stakeholders. (A, I)
- Ability to manage competing priorities and work on own initiative. (A, I)
- Commitment to undertake further training and personal development as required. (I)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

Desirable Criteria:

- CLAIT, ECDL or equivalent IT qualification. (A, I)
- Experience of producing reports and analysing data. (A, I)
- Experience of working within Higher Education, Hospitality, Catering, Facilities Management or Contract Management environments. (A, I)
- Experience of working with performance data, KPIs or customer feedback information. (A, I)
- Experience of working in a confidential environment. (A, I)
- Experience of using SharePoint or other document management systems. (A, I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage