



## Food & Beverage Manager Job Description

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| <b>Job Title:</b>  | Food & Beverage Manager |
| <b>Reports To:</b> | Senior Management       |
| <b>Location:</b>   | Nairobi                 |

### Role Overview

The Food & Beverage Manager is responsible for the overall management and coordination of the school's catering operations, including the school coffee shop. This role provides strategic leadership in planning, budgeting, procurement, compliance, and customer service, ensuring that students, staff, and guests receive a consistently high quality dining experience. Working closely with the Chef and Coffee Shop team, the Food & Beverage Manager ensures that catering and beverage services are efficient, cost effective, and compliant with food safety standards.

### Job Purpose

To oversee and manage the food and beverage service in an international school, ensuring operational excellence, financial accountability, and customer satisfaction. The Food & Beverage Manager acts as the strategic leader of catering operations, supporting the Chef in culinary delivery while focusing on administration, compliance, and service management. The role also includes direct oversight of the **coffee shop and barista team**, ensuring high standards of beverage service and hospitality.

### Managerial & Supervisory Responsibilities

- Manage all food and beverage operations within budgeted guidelines and to the highest standard.
- Oversee billing and financial accuracy for large functions, events, catering services, and coffee shop operations.
- Coordinate with event planners to meet group requirements and ensure smooth service delivery.
- Develop and maintain control procedures for the food and beverage division.
- Lead the catering and coffee shop teams by supporting recruitment, training, motivating, and appraising staff.
- Setting up Standard Operating Procedures.
- Daily checks on food expiry and temperature levels

- Establish targets, KPIs, schedules, policies, and procedures for the food and beverage division.
- Foster a culture of ownership, teamwork, and accountability.
- Report regularly to senior management on performance, sales results, and productivity.
- Develop procurement plans to ensure quality and efficient service provision maintaining quality consistently.

## **Key Responsibilities & Duties**

### **1. Strategic & Operational Management**

- Plan and coordinate daily food and beverage operations in collaboration with the Chef and Coffee Shop Supervisor.
- Align catering and coffee shop services with school timetables, events, and co curricular activities.
- Develop and implement operational policies and procedures for catering and beverage services.
- Monitor service delivery standards and implement improvements where necessary.

### **2. Financial & Resource Management**

- Prepare and manage catering and coffee shop budgets, ensuring cost efficiency and accountability.
- Oversee procurement, supplier contracts, and negotiations to secure best value.
- Monitor stock levels and ensure timely ordering of supplies for both catering and coffee shop.
- Track expenditure and minimise food and beverage waste through effective planning.

### **3. Compliance & Safety Oversight**

- Ensure strict adherence to food safety, hygiene, and allergen management protocols.
- Conduct regular audits and inspections of catering and coffee shop facilities, equipment and appliances and report any issues or concerns.
- Maintain accurate records of compliance checks and certifications.
- Implement Health & Safety policies related to catering and beverage operations.
- Train staff in food safety, allergen awareness, and beverage preparation standards.

### **4. Leadership & Staff Development**

- Supervise catering staff and coffee baristas, providing direction, training, and performance management.
- Foster a culture of professionalism, teamwork, and continuous improvement.
- Ensure staff adhere to hygiene, safety, and service standards.

## 5. Customer Service & Community Engagement

- Engage with students, staff, and parents to understand dietary and beverage preferences.
- Promote healthy eating and nutritional awareness across the school community.
- Ensure the coffee shop provides a welcoming, professional service environment.
- Respond to catering and coffee shop related queries and feedback promptly and professionally.
- Support hospitality requirements for visitors, school events, and cultural celebrations.

## Qualifications & Experience

- Degree in Hospitality Management, Food & Beverage, or related field.
- Minimum 3–5 years of experience in food and beverage management (schools, hotels, institutions, or coffee shop operations preferred).
- Strong knowledge of food safety, hygiene, and allergen management.
- Proven leadership and organizational skills with experience managing diverse teams.
- Excellent financial management and procurement skills.
- Strong communication and interpersonal abilities.

## Core Competencies

- Strategic planning and operational management.
- Financial and resource management expertise.
- Strong knowledge of food safety and compliance standards.
- Leadership and team development skills.
- Customer service orientation and problem solving ability.
- Commitment to sustainability and ethical sourcing.

## Personal Attributes

- Professional, enthusiastic, and service driven.
- Flexible and adaptable to the needs of the school.
- Clear communicator with strong interpersonal skills.
- Motivated, resilient, and able to perform under pressure.
- Open to innovation and continuous professional development.

## How to Apply

Interested applicants are invited to send an application by email to [hr@durhamkenya.com](mailto:hr@durhamkenya.com) by 17<sup>th</sup> April 2026. No applications will be accepted after the closing Date.

Applications should include all the information listed below:

- A letter of application addressed to The HR Manager, of no more than one side of A4, explaining why you would like this role and the skills and experiences you can bring to it.
- A fully completed Durham International School Non-Teaching Application Form [Click here](#)
- The names and accurate addresses, email addresses and telephone numbers of three referees, two of whom must be your recent and current employer, to be completed in full in the Application Form.
- Please be advised that an incomplete application form or an application that does not provide a Covering Letter and Durham Application Form as stipulated, will unfortunately not be considered. Applications will be reviewed as they are received.

## Confidentiality

References will only be requested at short-list stage and we will let you know before we approach referees.

## Safeguarding Statement

The school is committed to safeguarding and promoting the welfare of children. The successful candidate will be required to adhere to the school's safeguarding policies and undergo appropriate background checks before employment.