

# Catering Manager at Arup, Dublin

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## WE BELIEVE IN

Serving simple food, exceptionally well.  
Creating amazing dining experiences and environments that refresh, energise, and inspire.

Investing in our greatest asset – our people

## OUR VALUES

Today our vision remains much as it has always been - we want to set the definitive standard for workplace dining.

## OUR PEOPLE WORK WITH:

A positive “can do” attitude - we’re always willing to go the extra mile and offer 100%.

Commitment to our customers, clients and colleagues.

Absolute pride in the quality of our food, service and presentation.

An engaging sense of humour - having fun at work

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## JOB PURPOSE

As General Manager, you play a central role in delivering an exceptional workplace dining experience. Working alongside a passionate and dedicated team, you will ensure outstanding service that is engaging, friendly, efficient and consistently exceeds client expectations. Your leadership will be key to maintaining GEC’s reputation as a benchmark for excellence in the workplace dining.

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## KEY DELIVERABLES

### Leadership & Team Management

- Lead, inspire, and develop a high-performing team, setting the standard through example
- Foster a positive, motivated, and inclusive working environment
- Ensure team members are engaged, trained, and aligned with company values

### Customer Experience & Operations

- Deliver exceptional food, drink, and customer service standards at all times
- Build strong relationships with clients and customers to enhance loyalty and satisfaction
- Oversee daily operations to ensure efficiency, quality, and consistency

### Financial & Administrative Management

- Demonstrate strong financial acumen, managing budgets, costs, and profitability
- Identify opportunities to reduce costs without compromising quality
- Maintain accurate administrative and reporting processes

### Health, Safety & Compliance

- Uphold the highest standards of health, safety, and cleanliness
- Ensure compliance with all relevant regulations and company policies
- Promote a culture of safety and accountability across the team

### Corporate Social Responsibility & Sustainability

- Support sustainability initiatives and ISO objectives
- Monitor and reduce site waste through effective tracking and team engagement
- Collaborate with charity partners and support community initiatives

### Primary Objectives

- Maintain and enhance GEC’s reputation as a leader in workplace dining
- Develop and nurture a best-in-class team
- Grow and diversify the client base
- Deliver consistently high-quality food and exceptional service
- Improve profitability and gross operating performance

## JOB RESPONSIBILITIES

- Oversee the daily operations of the café and hospitality service, including the free issue and vending services.
- Develop and oversee the engagement yearly calendar, including events in the café, outside and popups.
- To be customer focused at all times, approachable and quick to exceed expectations in fulfilling customer needs, engage with key stake holders.
- Manage a high-performing team, ensuring seamless service delivery.
- Liaise with senior executives, PA teams, and key stakeholders to customise service offerings.
- Oversee event logistics, ensuring boardroom setups and catering are executed flawlessly.
- Uphold impeccable service etiquette, ensuring a professional and discreet experience for VIP guests.
- Work closely with chefs and suppliers to deliver menus that align with Arup's high standards.
- Monitor and manage service quality, responding swiftly to feedback and continuously refining processes.
- Ensure compliance with health, safety, and food hygiene regulations.
- Maintain high levels of discretion and confidentiality when dealing with senior leadership and high-profile guests.
- Regularly monitor customer feedback and ensure all issues are dealt with satisfactorily and shared via agreed feedback process.
- Continuously seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards.
- Evaluate ideas for additional scope of work and additional services and recommend to the Account and Operations Managers as appropriate.
- Deliver and promote Continuous Improvement and best practice
- To act as a role model to team and to assess employee performance and recognise training needs and potential as appropriate
- To carry out disciplinary procedures following company guidelines and standards when necessary
- To be aware of any staff absences/holidays and ensure there is appropriate cover
- To ensure \Food safety, health and safety, allergen and calorie information is given number one priority by delivering all compliance activities on time and via agreed methods