

Job Description & Personnel Specification

Job title	Catering Manager
Department	Hospitality: Catering
Location	Young People's Academy
Grade and salary	Scale 6/SO1, FTE £25,746 - £30,108 per annum
Hours	36 hours per week, Monday – Friday, Term Time only
Reporting to	School Office Manager
Line Management	Catering staff, including temps as required

Overall purpose of post:

To manage the catering operation within the schools, to include provision when required outside of the normal school day.

To supervise and develop the team to deliver services which meet the students and staff requirements.

The catering services department provides comprehensive services for two schools providing good service of breakfast, lunch, off site school pack lunches and staff hospitality orders.

To plan healthy menus, which introduce students to a varied range of dishes using good quality produce and having awareness of allergen information.

To source the best quality food within the given budget using local and organic and halal produce wherever possible.

To train kitchen staff to prepare and serve food to the highest standard.

It is paramount that all staff act in accordance with the Hygiene, Health and Safety policies and procedures.

Effective and efficient administration work for the catering department.

To ensure compliance with the requirements of food hygiene regulations, Health & Safety, COSHH regulations and risk management practices.

This organisation is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

Main duties:

Customer Care

- Build and maintain good student and staff relations and react to their needs in a timely manner.
- To be polite, professional and friendly at all times.
- To ensure the highest level of customer care is adhered to at all times.
- Address and successfully resolve catering related complaints or compliments if able and to ensure feedback is passed to management.
- Take personal accountability for quality, service levels and the standards the team deliver whilst on duty.
- To develop menus that meet and exceed the standards expected by the 'National Nutritional Standards for School Lunches'.

Service

- Opening closing and setting up of the kitchen area.
- Providing excellent catering service to two schools, including hospitality arrangements as required.
- Organise/ delegate daily work tasks within the team.
- Ensure awareness of content and portion size of the daily menu.
- Ensure that the correct service equipment and menu accompaniments are ready prior to service.
- Ensure that the dining area is clean and ready for service and that all crockery, cutlery and service equipment is free from dirt and in good condition.
- Keep management informed in advance of any issues that could affect service levels
- Control food stocks and arrange appropriate hygiene displays.
- Have an excellent knowledge of all products in order to be able to advise customers.
- To clean all work areas during and after use and remove all waste to the appropriate area.
- To assist in the preparation and delivery of hospitality as required to the required specification.
- To always look out for opportunities to develop our service.
- To assist colleagues in a willing and positive manner including assisting with other duties as required.
- At all times to wear professional catering clothing and covering hat, appropriate gloves when handling food.
- To ensure that any special dietary requirements for school staff and students are catered for.
- At the end of the day, leaving the kitchen area clean and tidy, under health and safety regulations.

Stock Control

- Ensure there is enough stock in the catering department to produce food on menu as per rota.
- Produce a list of existing stock and ensuring they are still in date.

- To ensure procedures and controls are in place for regular stock control checks.
- To order the correct levels of stock ensuring minimum stock wastage and maximum stock turnover.
- Liaise with the school finance assistance in processing stock orders.
- Contact suppliers to ensure stock delivery take place as per schedule.
- Contact suppliers relating to catering queries.
- To check all deliveries for both quantity and quality of stock ordered.
- To observe and comply with all unit procedures relating to stock and security, reporting any issues to the School Office Manager.
- To ensure that all portions are served as per the specification and that food wastage is kept to a minimum and recorded as appropriate.
- To maintain stocks of cleaning materials for hygiene purposes.

Health & Safety

- To maintain temperature and other relevant records as required and to report any variance to your line manager.
- Take reasonable care for your own Health & Safety and that of others who may be affected by what you do or what they fail to do.
- To make sure you are aware of, and meet the legal and school requirements for fire, safety, health and hygiene.
- To report HSE hazards, accidents, incidents, illness and diseases to your line manager to ensure the safety of students and staffs.
- Co-operate with your line manager on HSE matters.
- Maintain a high standard of hygiene and safety in respect of premises, personal hygiene and food handling by ensuring completion of the Company hygiene and safety training.
- Ensure cleaning duties are carried out in accordance with the unit cleaning schedules and report and follow up on faults and maintenance.
- To operate machinery as shown and trained to do so, ensuring that the equipment is used safely and in accordance with current regulations and school policies.
- To use personal protective equipment in accordance with training and instructions provided.
- To ensure that the standards of Health & Safety and Hygiene comply with all regulations.
- Take an active role in promoting Health and Safety throughout the catering department.

Administration

- Produce a stock list with appropriate descriptions and codes to place an order with the finance assistance.
- Source best value for money products for ordering supplies.
- Reports on number of breakfast consumed by students and sold to staffs.
- Reports on number of lunches consumed by students and staffs.
- Reports logs on fridge temperatures.

- To develop medium term and annual maintenance programme for all catering equipment under your control and liaise with the School Office Manager in relation to the maintenance of any other plant and equipment that may affect the proper running of the catering facility.
- Emailing appropriate resource with catering administration queries and having solutions in place.
- To develop strategic plans for the improvement of quality of food, quality of service and financial results of the department.
- To record for data entry all hospitality requisitions and ensuring kitchen resources/equipment delivered and collected from meeting room locations.

Other

- Attend all training sessions as organised
- Attend team and other meetings when required
- To assist at special functions some of which may occur outside the normal working hours.
- To attend to any other reasonable request made by management.
- In conjunction with the line manager, take responsibility for personal professional development, keeping up-to-date with research and developments as appropriate.

This job description forms part of the contract of employment of the person appointed to the post. It reflects the position at the present time only, and may be changed at the management's discretion in the future.

The school management may affect any necessary change in job content, or may require the post holder to undertake other duties.

Person Specification

School Catering Manager

This person specification will be used for the recruitment of the School Catering Manager.

It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS & TRAINING	ESSENTIAL	DESIRABLE	TESTING METHOD
	✓	✓	
GCSE, including English and Maths or equivalent	✓		Qualifications Certificates
Sound working knowledge of food safety and hygiene	✓		Application & Interview
Customer Service qualification/training	✓		Application & Interview
Food Hygiene and Safety qualification/training	✓		Application & Interview
COSHH training and Manual Handling		✓	Application & Interview
NVQ Level 3 Supervisory		✓	Application & Interview
First Aid qualification		✓	Application & Interview
2. EXPERIENCE	ESSENTIAL	DESIRABLE	TESTING METHOD
	✓	✓	
A proven record of catering management experience	✓		Application & Interview

Previous experience of stock control & stock ordering	✓		Application & Interview
Experience of working in a similar establishment with high service standards	✓		Application & Interview
Ability to deliver an excellent food service to achieve customer satisfaction at all times	✓		Application & Interview
Experience in organising hospitality arrangements for staff in a busy challenging environment	✓		Application & Interview
3. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE	TESTING METHOD
	✓	✓	
Knowledge of health & safety and risk management with the catering sector	✓		Application & Interview
Strong organisational and time management skills	✓		Application & Interview
Ability to prioritise and multi tasks			
Excellent communication skills (oral and written)	✓		Application & Interview
Strong customer service skills	✓		Application & Interview
Good level of administration skills	✓		Application & Interview
Commitment to maintaining food safety standards	✓		Application & Interview
Ability to work unsupervised & part of a team	✓		Application & Interview
Awareness of working and the challenging environment	✓		Application & Interview

Commitment to provide high quality service	✓		Application & Interview
4. APTITUDES & OTHER	ESSENTIAL	DESIRABLE	TESTING METHOD
To wear the catering services uniform and maintain a high standard of professional appearance	✓		Application & Interview
Remains motivated, even when under pressure, to ensure that a high standard is maintained.	✓		Application & Interview
"Can do" positive attitude and flexible	✓		Application & Interview
Full driving Licence.		✓	Application & Interview