

Job Description

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| Post: | Centre Catering Manager |
| Salary Grade: | Band 6 |
| Responsible to: | Student Services Manager |
| Responsible for: | The line management and supervision of the Catering staff at a designated college, supporting cross-site when needed. |

Key Purpose

The Centre Catering Manager will play an active and collaborative role within the Catering Department and operationally manage the college's catering provision, generate income, and deliver effective and efficient service requirements, and provide internal and external catering whilst ensuring best value.

To manage, organise and develop all the hospitality services on behalf of the College in the most efficient and cost-effective way; to deliver nutritious menu options for our students, staff and external customers; comply with Food Safety, Health and Safety legislation and regulations.

Duties & Responsibilities

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| A | <p>Catering & Kitchen Management</p> <p>To plan, organise and provide the catering operations to ensure that the food, quality, presentation and service are provided to the high expectations of the college.</p> <ul style="list-style-type: none"> To establish menu cycles of nutritional and varied food, incorporating seasonal and when possible local produce, and using primarily fresh ingredients. To ensure that heavy duty kitchen equipment, light equipment, work areas are maintained and operated to the standards required by statutory, local authority and college health and safety, fire and hygiene regulations. To ensure all areas are spotlessly clean at all times and that appropriate daily, weekly and periodic cleaning regimes are in place, completed and recorded. Oversee and lead on hospitality for internal and external events. |
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| B | <p>Budgeting & Financial Operations</p> <p>To effectively and efficiently coordinate and financial plan the activity of the College catering service at the site(s) of responsibility.</p> <ul style="list-style-type: none"> • To be responsible for the management of all stock to avoid unnecessary wastage and deterioration of foodstuffs. • To monitor financial data progress including budgets against regularly throughout the year. • To account for all money received by the College catering service and produce cost / sales analysis as required by the Finance Department. (Daily/Monthly) • To work in line with the College’s financial procedures and regulations and liaise with the Finance Department accordingly. |
| C | <p>People Management & Staff Development</p> <p>To develop and maintain excellent working relationships with other Centre Catering Managers to deliver an outstanding catering service.</p> <ul style="list-style-type: none"> • In collaboration with all Centre Catering Managers, be responsible for the deployment of catering staff as required in the day to day operational running of the catering provision, managing and covering absences accordingly. • To promote and be an outstanding role model who leads and motivates staff through regular briefings, PDR’s and CPD, Be Outstanding programme. • Ensure employees are properly trained and use safe methods of work. |
| D | <p>Customer Service</p> <p>To ensure customer service is outstanding.</p> <ul style="list-style-type: none"> • To be responsible for ensuring the Gold Standards of Customer Service are embedded within the catering service. • Promote collaborative team working across the Catering Service sharing best practice |



- To gather feedback both formally and informally from customers and implement suggestions if financially and practically possible

Variations to the job description may be required from time to time and when this arises there will be a discussion with the post holder.

All post holders are expected to comply with the College's policies and codes of practice in relation to Safeguarding, Equal Opportunity, Inclusive Learning, Health & Safety and Quality Assurance.

Post holder to sign the job description:

Date:

Name of the post holder:



Person Specification

| | Essential | | | Desirable | | |
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| Qualification | 1 | Food Hygiene Qualification | Application / Certificate | A | Food Service Supervisory Qualification | Application / Certificate |
| | 2 | English / Literacy and Maths / Numeracy/ IT qualifications at level 2 | Application / Certificate | B | Nutritional Certificate Customer Care level 3 | Application / Certificate |
| Professional Development | 3 | Evidence of ongoing Professional Development | Application / Interview | | | |
| Experience | 4 | Experience of co-ordinating/ directing staff | Application / Interview | C | Experience of Marketing, Merchandising and Sales | Application / Interview |
| | 5 | Experience of customer care | Application / Interview | D E | Experience of working with young people and adults in an education setting | |
| | 6 | Experience of processing cash/cashing up. | Application / Interview | F | Experience of working with Financial Regulations Experience of working with financial budgets and targets, and creating strategies to maximise | Application / Interview |



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| | | | | | income in relation to catering, retail and commercial activities. | |
| Knowledge | 7 | Procurement and stock control procedures | Application / Interview | | | |
| | 8 | Health and Safety, HACCP and Food Hygiene legislation (nutrition) | Application / Interview | | | |
| Skills / Qualities | 9 | Excellent communication, presentation, negotiating and influencing skills | Application / Interview | | | |
| | 10 | Ability to lead teams to successfully meet targets and objectives | Application / Interview | | | |
| | 11 | Strong organisational skills with the ability to work under pressure and to tight deadlines | Application / Interview | | | |
| | 12 | Good IT skills including experience word, excel and power point | Application / Interview | | | |
| | 13 | A responsive and flexible attitude to changing needs and demands with a 'can do' attitude | Application / Interview | | | |
| Other | 13 | Able to work evenings and unsociable hours | Application / Interview | H | Driving licence and access to personal transport | Application/ Certificate |
| | 14 | Commitment and responsibility to safeguarding and | | | | |



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| | 15 | promoting the welfare of children and vulnerable adults | Application / Interview | | |
| | 16 | Commitment to College policies i.e. Health & Safety, Equality, Diversity & Inclusion DBS Check acceptable to the college will be undertaken for successful applicant | Application / Appointment | | |

