



Your job

Job Title: Catering Improvement Officer

Service: Resident Services, Local Kitchen

Grade: G6

Reporting to: Food and Procurement Manager

You will be responsible for the day-to-day support to catering, services of Local Kitchen. You will deliver and ensure food production processes, established by the Food & Procurement Manager are embedded within the kitchens.

You will deliver and implement a quality assurance system that underpins effective and efficient catering, cleaning and caretaking services liaising with Schools, contractors, parents/carers, and other professionals. You will be responsible for updating and reviewing the implemented quality assurance system to ensure that it meets the business demand and needs at all times and that best practice is enforced throughout.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Support the research and development of new, attractive, and innovative food solutions for Primary, High and Special Schools and implementing this in new business that is sought by Local Kitchen.
- Actively support Local Kitchen Management in developing new business opportunities.
- On an ongoing basis you will:
- To promote, Interact and welcome customers and develop focus groups to obtain feedback to gain a broader understanding of their needs.
- Under the direction of the Food & Procurement Manager deliver training in the art of cooking and presenting food, working 1-2-1 and in groups encouraging and mentoring dependent on current skill levels. Ensuring consistency across schools to maintain standards in all age groups and school types
- Embed the principles of exceptional cooking, production, and presentation skills in the kitchen, including scaling up recipes as appropriate to ensure accuracy and consistency and have a knowledge and understanding of ingredients, food and nutrition and healthy eating.
- Work on your own initiative, overseeing teams where necessary to assist in service delivery with enthusiasm and creativity within clearly defined procedures and with specific objectives.
- Knowledge and experience of basic Health & Safety principles and how to adhere to them in the kitchen environment.
- Promote and demonstrate exceptional, cooking, production and presentation skills and methods.
- Ensure consistency across schools to maintain standards in all age groups and school types.
- Engage with schools for any activities the service could link into at individual sites within the school curriculum, including local initiatives specific to themed projects.
- Ensure customer service is a high priority for you and your team and be responsible for making changes when these do not meet the set standards.

- Support in the development of new recipes to include production methods, recipe improvements whilst being accountable for managing and maintaining food costs within the agreed budget.
- To monitor meal production processes to ensure efficient and appropriate practices are embedded in schools.
- Present product demonstrations and live cook offs to target audiences in line with business needs and marketing plan.
- Comply with all legislation in respect of Food Hygiene, established Food Safety catering practices, Health & Safety, Allergen legislation and COSHH.
- Be willing to undertake any training that is seen necessary from Local Kitchen Management to ensure food safety.
- Become a part of the HACCP team and take responsibility in ensuring that the Food Safety System is managed and updated accordingly in line with Local Kitchen Management practices.
- Provide full operational support in the event of an emergency e.g., covering for cook supervisors across all areas of the catering business, cleaners, and caretakers. Ensuring the continuity of service delivery in line with Local Kitchen service level agreements.
- Provide mentoring support across the business including new business mobilisation, induction, HACCP, and accountability etc.

On an ongoing basis you will:

- Be responsible for the day-to-day support to catering, cleaning, and caretaking services.
- Deliver and ensure food production processes, established by the Food & Procurement Manager are embedded within the kitchens.
- Deliver and implement a quality assurance system that underpins effective and efficient catering, cleaning and caretaking services liaising with Schools, contractors, parents/carers, and other professionals.
- Be responsible for updating and reviewing the implemented quality assurance system to ensure that it meets the business demand and needs at all times and that best practice is enforced throughout.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need:

You must be able to demonstrate the following essential requirements:

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- To have a professional level Catering qualification (Minimum Level 1 & 2) or evidence of the equivalent QCF credit value, or equivalent.
- To hold a Basic Food Hygiene certificate.
- Be willing to obtain a HACCP Qualification
- Excellent customer care skills with a good understanding of customer care principles.
- Extensive knowledge and extensive experience of all appropriate school food and allergen legislation.
- To have knowledge and experience of basic health & safety principles.
- Exceptional talent to lead and motivate, to work well within part of a team environment. Ability to work without supervision and work alone
- Experience in preparing and cooking food to a high standard.
- To be able to show good leadership skills.
- Have demonstrated experience in problem solving skills.
- To have knowledge and understanding of how to increase income.
- To be able to manage both food costs and income in line with catering budgets and be accountable in challenging these to ensure the business is financially sustainable.
- To be able to work in a busy environment and meet deadlines.
- To be responsible for ensuring staff are correctly trained and supervised and set review periods to achieve an effective monitoring period.
- Be able to manage both food costs and income in line with catering budgets and knowledge of how to increase income and of the importance of marketing to maximise income.
- Willingness to work on school inset training days and school open evenings when required
- Proven experience of managing catering contracts in a multi-site environment.
- Hold a full valid driving licence or have the ability to demonstrate the efficient use of own or public transport to travel as required.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”