



Your job

Job Title: Catering and Hospitality Coordinator

Service: Be Well Outdoors

Grade: 6

Reporting to: Lakes Team Manager

You will be expected to head up the full catering and hospitality service at Low Bank Ground and Hinning House (when open). You will plan stock and ordering requirements, set menus, and assist with budget setting for the kitchen operations. You will lead on the site internal cleaning services and line manage all catering, cleaning and general duty staff within the team. Ensuring they are motivated, engaged and appropriately trained to meet the needs of the service.

You will organise the rota's to ensure a smooth work life balance for all is in place whilst maintaining the high standards of service to our customers. You will assist in the management of the catering and cleaning budget setting and day to day management of this. You will head up the tuck shop provision which will include banking, stock checks and cash handling. You will act as the centre's duty manager as required.

The Council is committed to complying with European General Data Protection regulations (GDPR) 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:

On an ongoing basis you will:

- Promote a welcome and friendly environment for customers, contractors and staff.
- Manage the catering provision and service of all catering requirements.
- Be the first point of contact for all suppliers for the catering and cleaning.
- Assist with rota's to ensure the cleaning and catering provision is to the required high standard
- Lead on staff training for catering including any agency or volunteer personnel.
- Ensure there is an adequate and cost-effective contingency plan in place for any eventuality that may arise which stops the delivery of service.
- Work with Be Well Outdoors Business manager on maximising profit through managing labour and food costs.
- Assist in the setting of menus within budget specification.
- Manage the tuck shop provision including, purchasing, stock checks and implementing the service.
- Complete, maintain and submit all relevant documentation including hazard analysis and critical control points (HACCP), food and equipment orders and staff time sheets.
- Comply with relevant quality assurance standards.
- Adhere to health and safety working practices ensuring own personal safety and that of others.
- Work with other team members and colleagues to develop and maintain effective working relationships.
- To promote safe working practices and work always in a way that will ensure your own personal safety and that of others.
- To set high standards and demonstrate these always.
- Undertake regular training as and when required under the direction of the Be Well Outdoor management team.
- Support the Lakes Team Manager in any areas required
- Attend meetings including directorate level "Listening into action", Be Well Outdoors management meetings on request, engagement sessions which focus on continuous improvement.

- Ensure the kitchen has an annual calendar for all maintenance, servicing and deep clean requirements.
- Remain adaptable and support in all areas on site in the quieter periods.
- 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:

- City & Guilds 706/1 & 2 or equivalent level of qualification in catering.
- Level 2 certificate in Team Leading or equivalent leadership qualification or to be able to demonstrate relevant leadership and experience.
- Level 2 food hygiene and safety
- Excellent customer care skills with a good understanding of customer care principles
- A good understanding of Control of Substances Hazardous to Health (COSHH) principles.
- Excellent communication skills with a good level of written, oral and numeracy skills.
- Knowledge of basic Health & Safety principles and how to adhere to them in a kitchen environment.
- Experience of working in a busy kitchen operation.
- Line management experience where you have the ability to motivate a flexible team and the ability to work without supervision.
- Constructive mindset to change and change management.
- Flexible attitude and positive approach to managing additional resources and staff.
- Ability to manage the service in the event of high sickness or absenteeism.
- Know the Be Well chain of command and ensure communication is precise and effective when interacting with all staff and the management team.
- Enthuse and motivate your team using multiple strategies to increase productivity and positively evolve the business activities.
- Encourage the team to think differently and actively promote training and further development opportunities.

- Be able to manage costs in line with the budgets set against income targets.
- Ability to stand for long periods of time and to lift heavy equipment.
- Willing to work on weekends and bank holidays.

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. ”