

Support Staff Job description

Trust Catering Operations Manager

Salary grade: E7 Term time plus 4 weeks

Reporting to: Trust Estates Manager

Functional relationships include: - Operating as part of the trust central team, working closely with trust leaders, headteachers, catering supervisors and catering staff, school staff, pupils, parents, local authority (LA), external agencies, volunteers and contractors.

Purpose of role

To lead on bringing the trust catering service from a contracted service to in-house provision developing an efficient and financially sustainable catering model.

To deliver catering operations, through strategic management of catering teams, implementing strategic initiatives in support of the trusts values and the development of high-quality catering provision across each of the trust academies.

Engage with our academy communities to capture the imagination of our pupils with the food that we serve, ensuring they engage with the service and have the right type of meals that allow them to flourish and learn.

Key responsibilities

Quality food and Service Provision

- ensure compliance with government legislation, standards and procedures by training, supervising, auditing and hands on management
- to lead the implementation of innovative menus, including bespoke medical diet menus, preparation and production, portion control, presentation and service to the highest standards
- to establish, monitor and review suppliers to ensure quality of food, goods and services, building up a network of local suppliers
- oversee the management of catering stock, minimising waste by good storage and stock rotation, and ensure regular stock checks are undertaken
- develop and promote healthy breakfast club provision with school leaders
- able to step in for cooking duties if the need arose, e.g., staff shortages.

Safe Food Systems and Health & Safety

- ensure health, safety and hygiene regulations are adhered and robust systems and procedures and implemented to ensure safe operation, service delivery and achieve successful audits / checks
- development, implement and monitor hygiene, food safety and health and safety controls, including production of appropriate manuals, risk assessments and documentation, as well as providing training as appropriate within industry good practice and recommendations

- establish and maintain safe work procedures for all related catering activities ensuring that these, together with risk assessments are relevant and are communicated effectively including adherence with COSHH
- monitor accident reporting within the ELAN catering service and implement corrective action, where required
- ensure that all kitchen equipment is maintained at all times including catering asset management planning and kitchen life cycle planning, supported by estates colleagues
- ensure all sites have necessary risk and safety assessments including policies covering food, equipment and other catering service-related health & safety
- liaise with and co-ordinate inspections and reviews from Environmental Health Officers
- ensure that all catering staff across the trust maintain high standards of cleanliness, personal hygiene and appearance

Staff Management & Development of Service

- lead the catering provision from an outsourced model to bespoke in-house provision
- attend relevant trust meetings to influence strategic decision making, communicate with relevant stakeholders plans for the provision and to report on progress of the effectiveness of the catering service
- develop operational strategies to ensure seamless planning delivery for catering operations and services
- maintain an up to date understanding of relevant catering issues, policies and legislation; and incorporate the implications within the operation of your role
- support the maintenance and enhancement of ELAN ethos and mission throughout own outstanding professional conduct and high expectations of others
- work alongside relevant catering supervisors at each academy to set work objectives and allocate work for self, teams and individuals
- work alongside relevant catering supervisors to determine methods of achieving objectives, evaluate performance, and provide feedback for self, teams and individuals
- work alongside the catering supervisors to ensure all catering employees receive relevant induction and training, comply with relevant managing absence procedures and with relevant disciplinary, grievance and counselling procedures with the support of the HR department as required.
- to deal with and advise on any escalated day to day staffing matters received from catering supervisors
- arrange and where appropriate provide, relevant induction and training to catering staff in all areas of operations, such as: health and safety, manual handling, food safety and hygiene, food nutrition and allergens
- work with catering supervisors to contribute to performance management targets for catering staff and identifying training needs in line with policies, statutory requirements and trust priorities
- work with catering supervisors on how to best to deploy catering teams within academies to meet daily requirements enabling maximum uptake of school meals and support within kitchens as and when required
- to maintain operations to ensure that agreed food quality standards are met and exceeded
- to ensure the trust's catering service projects a professional image at all times

- to create and maintain the necessary conditions for productivity across the catering service
- work alongside relevant leaders to evaluate potential proposed and required changes to catering services identifying financial, personnel and operational performance implications prior to approval from the relevant body (e.g. Trust Board) and oversee the implementation of the catering service changes
- to lead and implement initiatives and strategies that increase the academy meal uptake across the trust.

Control Resources and Finance:

- to prepare catering budgets, making efficient and effective use of resources to ensure that expenditure on our catering service remains economical and efficient in relation to income. Ensuring costs are controlled but that they do not affect the service quality and delivery at each site
- monitor and control staffing and associated costs and other overhead costs
- drive reduction in food waste and sustainability focus

Other Specific Duties

- there will be a requirement for travel across the ELAN academies and beyond to carry out duties
- attend team meetings and maintain confidentiality inside and outside the workplace

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

This job description is current at the date shown, but, in consultation with you, may be changed by the trust to reflect or anticipate changes in the job commensurate with the grade and job title and/or trust.

This is not an exhaustive list and some changes to both the job description and duties may occur.

Key skills

Reflecting

- Reflect on personal and professional development.
- Use feedback from all levels of the trust to help improve all areas of your own performance
- Be aware of your own skills of self-management as regards to time and prioritising workload.

Additional duties and information

- To contribute to the ethos and aims of ELAN.
- ELAN is committed to safeguarding and promoting the welfare of children and young people. All staff working within ELAN are expected to share a commitment to doing this. You will be expected to follow and promote the procedures in the safeguarding and child protection policy and report any concerns in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children and young

people gives cause for concern, the trust's safeguarding and child protection procedures will be followed alongside implementation of the ELAN disciplinary procedures.

- To be aware of and understand the ELAN equality and equal opportunities, whistleblowing, ICT, online safety, GDPR and safeguarding and child protection policies ensuring at all times that the duties of the post are carried out in accordance with policy.
- To read and have a thorough understanding of ELAN's staff code of conduct.
- To undertake any duty or responsibility relevant to the trust's needs as required and are commensurate with the grade.

Working relationships and contacts

- To develop and maintain working relationships with other professionals both internal and external.

Skills/qualifications

Please refer to the person specification for full details. Please note all original qualification certificates will need to be presented on the day of interview for verification and production of these certificates' forms part of the conditional offer checks and will be held on your personnel file.

Confidentiality

During the course of your employment, you will have access to information of a confidential nature. Under no circumstances may this information be divulged or passed on to any unauthorised person or organisation.

Data protection

During the course of your employment, you will have access to data and personal information that must be processed in accordance with the terms and conditions of the Data Protection Act 1984 and properly applied to pupil, staff and school business/information. You are required to undertake annual GDPR training.

Further information

Probation: This post is subject to a **six-month** probation period.

Scale point: All staff start at the first scale point within their salary grade. Annual increments will automatically be awarded on 1st April every year until the top of scale is reached.

Pension: As an equitable employer we align with the Local Government Pension Scheme (LGPS), and as such, the postholder will be automatically enrolled in the Avon Pension Scheme. The trust pays a contribution of salary into the LGPS – this is an additional remuneration benefit.

Person specification

Job title: Trust Catering Manager

Qualifications and experience

Essential	Desirable	Measured By
GCSE qualifications, including a minimum of grade C / 4 in English and Maths. NVQ level 2 in Food preparation or similar. Supervisory Food hygiene certificate.	Supervisory Health & Safety certificate. NVQ level 3 in Food preparation or similar. NVQ level 1/2 in Management and Leadership. NVQ 1/2 in Customer Services	Application form
Full UK driving license and access to a vehicle to travel between locations.		Application form
Significant experience of working in a high-volume catering environment	Experience of managing more than one location/site (or equivalent to such)	Application form/interview
Experience of managing / supervising and training kitchen staff in a similar environment.	Working in a similar role or education setting.	Application form/interview
Experience in designing and implementing new ideas and innovation.		Application form/interview
Experience of setting, monitoring and managing a budget and controlling stock.		Application form/interview
Experience of growing sales through delivering a quality service.		Application form/interview

Knowledge and skills

Essential	Desirable	Measured By
Knowledge of current food legislation in regard to food hygiene and health and safety in the workplace.		Application form/interview
Knowledge of budgeting and ensuring value for money in the delivery of a meals service.		Application form/interview
Excellent people management skills to train and develop the catering team.		Application form/interview
Ability to manage teams to meet production timings and deadlines by controlling production and		Application form/interview

effective time planning and kitchen delegation.		
Knowledge of food hygiene, COSHH, health and safety regulations and their application in the kitchen		Application form/interview
Knowledge of food preparation including methods, portions, stock rotation, balanced meals and ordering.		Application form/interview
Ability to construct menus and recipes and break down quantities and recipes		Application form/interview

Personal qualities

Essential	Desirable	Measured By
Ability to work well under pressure and manage competing deadlines		Application form/interview
Committed to growth and development of the service, supporting special events and themes and the ethos of the trust.		Application form/interview
Flexibility to respond to a variety of work situations with ability to multitask.		Application form/interview