



WELLSPRING

We Make A Difference

Regional Catering Operations Manager



About the Trust

Wellspring is a growing community of 31 Primary, Secondary, Special and Alternative Provision Academies across Yorkshire and Lincolnshire. We believe in making a real difference by improving the lives and life chances of every young person in our care.

Our Academies are vibrant, autonomous, community focused and highly successful.

Whether at the start of their school life or heading into adulthood, we treat all our pupils with 'unconditional positive regard.' This means we focus on understanding each child as an individual and meeting their own, unique needs.

At Wellspring, we have always talked about ethics and values as the heart of our culture. They have been our guiding lights. We have taken the harder path many times to remain true to our values. Our leaders are the custodians of our values.

Wellspring has ambitious plans to grow over the next five years, including new build Free Schools in development. At the heart of this growth are our people and the culture they own.

We have earned our success thus far by empowering leaders within the context of a comprehensive and robust Trust-wide monitoring and risk assurance framework.

We aim to raise expectations and ambitions for every young person in our care. **We aim to make a difference.**

Post Title:

Regional Catering
Operations Manager

Reporting to:

Operations Leadership Team

Location:

Involves travel around the Trust academies
based in West and North Yorkshire
regions.

Salary:

£40,000 - £50,000 pa
(dependent on skills and experience)



Summary of the Post

With an ambitious new Catering Strategy, this is an exciting time to join the Wellspring Academy Trust Operations team.

We are seeking a passionate Regional Catering Operations Manager to lead our catering teams in West and North Yorkshire. The successful candidate will have the drive, determination and enthusiasm to provide exceptional meals to every child across the Wellspring community.

Creative and innovative, our Catering Operations Managers develop and deliver an exceptional dining service across the Wellspring community, ensuring every child receives wholesome, delicious meals.

Their approach needs to be engaging, persuasive, considerate and agile. The postholder will take key stakeholders with them, ensuring transformational and strategic change.

A track record of successfully leading major service redesign and improvement efforts is essential. Even more important will be their alignment with our mission, culture, ethos and values. These define and guide us.

Examples of the type of work the postholders will lead:

- Transforming the catering provision from a largely outsourced model to bespoke in-house provision.
- Putting the needs of pupils, identified through their direct feedback, at the heart of the service.
- Empathetic leadership of our catering teams, including recruitment, training and development.
- Working in partnership with academy leaders to identify and deliver bespoke strategic and operational catering strategies.
- Lead catering process improvement.
- Actively lead strategic organisational change and design.
- Manage catering related procurement exercises with a focus on quality, value and sustainability.

- Support catering capability and capacity development, nurturing and empowering talented colleagues.
- Actively promote healthy eating and wellbeing.
- Ensure all food is prepared with due care and attention, with particular regard to special dietary requirements, calorie and allergen management.
- Drive reduction in food waste & sustainability focus.
- Meet HSE and food safety compliance across the Trust.

The postholder will lead catering teams across our community.

The postholder will provide a professional and comprehensive service to the Trust, making a lead contribution to strategic and operational decision making. This work requires our kitchens to be filled with happy, engaged colleagues operating efficiently and effectively.

Responsibilities

The Catering Operations Manager will lead and manage the successful operation of the Trust's catering function, overseeing delivery of the team's ambitious improvement aspirations, championing high quality food standards and excellent catering practice.

The postholder will be expected to proactively lead and deliver the Trust's strategic catering vision and transformation piece including relationship building and effectively communicating with stakeholders, strong planning and project management, managing and coordinating the operational catering team. The postholders will promote the benefits of continuous improvement and change and be proactive in seeking new opportunities to bring best practice.

The successful candidate will have proven experience of delivering transformational dining and hospitality improvements. With excellent knowledge of all aspects of catering management and sound experience of operational delivery across multiple locations.

Experience will include working with stakeholders and a demonstrable understanding of the complexity inherent in improving catering services.

Excellent problem-solving skills and a solutions focused outlook are required, combined with impressive emotional intelligence. Our Catering Operations Managers demonstrate:

- Personal integrity and a commitment to the Nolan principles of public service.
- Experience in developing and implementing strategy and major change.
- A commitment to professional development, both personally and in support of peers and reports.
- The ability to think and plan strategically across a complex organisation.
- Excellent relational skills, building rapport and enjoying influence with a variety of stakeholders.
- Effective problem solving and decision-making skills, exercising professional initiative and creativity related to complex issues.
- An affinity with Wellspring's culture and purpose.
- The aptitude to provide Health and Safety support to catering teams and operate safe kitchen / dining environments.
- Assist in identifying and managing risks and opportunities across the catering function.

Main Duties and Responsibilities:

- Deliver an excellent dining offer and school meal provision to our community through innovation, creativity and well led catering teams.
- Promote healthy eating, wellbeing and food education across the Trust.
- Delivery of an efficient and cost effective catering service provision which offers quality and choice for all pupil needs and special dietary requirements.
- Understand and meet the needs of the Wellspring community, ensuring high quality is delivered effectively every serve, first time.
- Communicate regularly with the individual academies.
- Ensure concerns raised are promptly actioned to prevent reoccurrence.
- Manage catering budgets, including assisting with the preparation of the Annual Budget and future forecasting, achieving and maintaining food cost inline with our catering standards.
- Improve standards of service and quality of food, spotting opportunities to make improvements.
- Promote the Trust and act as a brand ambassador.
- Lead, motivate and develop your team to provide a quality service.
- Assist with day to day staff management issues across catering teams.
- Plan, organise and monitor food quality, presentation and service.
- Ensure that all kitchen equipment is maintained at all times including catering asset management planning and kitchen life cycle planning, supported by Estates colleagues.
- Develop kitchen development plans / a planned preventative maintenance programme (PPM), supported by Estates colleagues, across the Trust's sites.
- Develop menus and recipes including theme days.
- Ensure all team members continually work according to prevailing legislation.



- Operate, utilise and manage relevant catering IT systems as appropriate.
- Effective catering procurement and cost management of required goods and services to achieve maximum value for money.
- Lead proactive waste management procedures and policies.
- Liaise with stakeholders, external organisations, support staff and the Estates colleagues to ensure the most economic use of energy and water consumption to support our sustainability agenda.
- Able to provide demonstrable leadership and coordination within project groups, with both internal and external stakeholders.
- Develop, maintain, review and improve office systems i.e. filing systems, recording of data etc.
- Adhere to and carry out annual reviews of policies and procedures relating to your key areas.
- Lead on catering business continuity plans with school leaders.
- Performing other such duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Health & Safety

- Lead and manage the QSHE (Quality, Safety, Health and Environment) and food handling processes within our catering standards.
- Ensure legal compliance is achieved for all systems and resources across Trust sites.

Miscellaneous

- Hold an understanding of all relevant health and safety and broader operational policies and procedures, including those relating to operational, personnel, child protection, data protection, financial matters.
- Ensure equality of opportunity is afforded to all persons both internal and external to the Trust, actively eliminating any direct or indirect discriminatory practice.
- Participate in training and other learning activities and performance development as required.

Standard Duties in all Trust Job Description

- Show a commitment to diversity, equal opportunities and anti-discriminatory practices.
- Show a commitment to ensuring that children and young people learn in a safe environment.
- Participate in relevant and appropriate training and development as required.

Method of Working

The Wellspring Academy Trust expects all staff to work effectively and cooperatively as part of a team, delivering high quality support.

This requires dealing with people politely and tactfully and in accordance with Trust guidelines, policies and procedures.

Wellspring Team members are expected to respect confidentiality and safeguarding practices at all times.

Public Relations

Considerable importance is attached to the public relations aspect of our work. Members of the Team must project a positive image of the Trust at all times and through all activity.

DBS Certificate

The Wellspring Academy Trust takes its duty to safeguard the young people with which it works seriously.

All Wellspring Team Members are required to undertake a Disclosure and Barring Service (DBS) check.



We Bake A Difference



WELLSPRING

Catering Team

Wellspring Catering Vision

To deliver delicious, nutritional and healthy meals in a beautiful dining environment.

We believe our Wellspring community deserves exceptional food and dining experience every day and to actively promote healthy eating, wellbeing and food education across the Trust.

We believe that our people are at the heart of what we do and therefore strive to deliver a friendly high quality customer service by building a rapport and strong relationships.

We invest in our catering team's development to continuously upskill, be creative and innovative.

We believe and understand the importance of how food can impact directly on pupils' learning and behaviour therefore understand the importance of delivering and consistently serving great food in all aspects of school catering.

We believe and understand that achieving high quality food and hygiene standards in line with legislation and the Trust's policies, procedures and assurance framework are paramount to keeping children strong, safe and healthy and most importantly equipped to learn.

We believe and invest in our vibrant dining environments to create a great dining ambience and experience for our Wellspring community. That means not only ensuring our dining spaces are beautiful, upkept and well maintained but also investing in our catering kitchen infrastructure and environments.

We understand the importance of how our catering provision can impact our sustainability agenda. That means we are proactively ensuring the most economic use of energy and water consumption and driving forward positive waste management reduction initiatives.

Our defining catering principles are:



Delicious, nutritional and healthy meals



Creative & Innovative



Pupils at the heart of the service



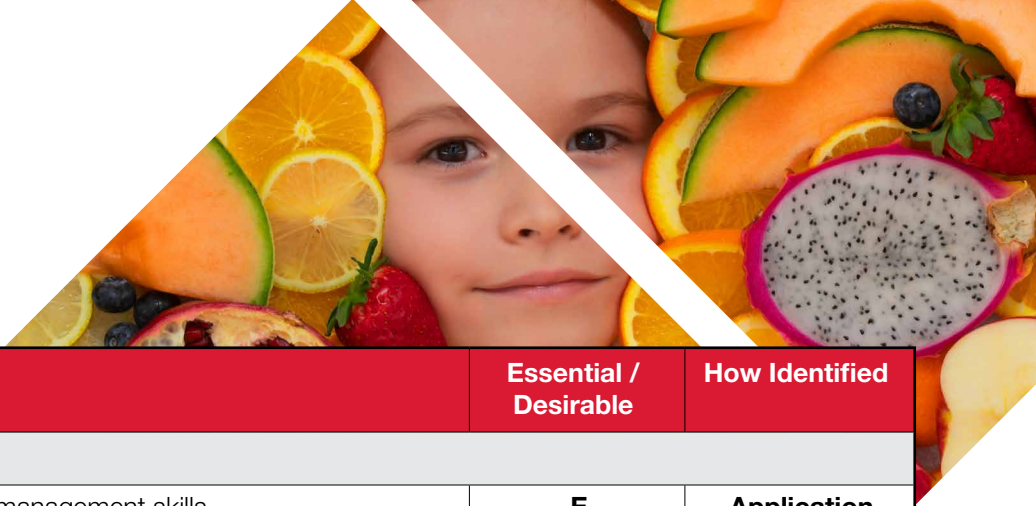
High quality food standards



Exceptional dining experience

Person Specification

Criteria	Essential / Desirable	How Identified
Education and Training		
Degree in catering or equivalent.	E	Application Interview
Evidence of continuous professional development.	E	Application Interview
Health & safety qualifications or equivalent food safety qualifications.	E	Application Interview
Experience		
Experience of catering management (including managing a team(s)).	E	Application Interview
Experience in catering project management and design development projects.	E	Application Interview
Demonstrable experience of change management planning, reporting and implementation.	E	Application Interview
Experience of managing budgets and catering procurement.	E	Application Interview
Experience of sharing ideas and skills (including craft based skills).	E	Application Interview
Experience of risk management assessment and developing mitigation plans.	E	Application Interview
Experience of quality improvement systems and processes.	E	Application Interview
Experience of working within/alongside an educational environment.	D	Application Interview
Skills and Abilities		
Leadership and management skills.	E	Application Interview
Written and verbal communication skills.	E	Application Interview
Communication and facilitation skills.	E	Application Interview
Good written and numerical skills with an ability to analyse, develop and present clear, concise and focused reports on a range of catering related matters.	E	Application Interview
Strong motivational skills.	E	Application Interview
Strong catering and craft based skills	E	Application Interview
ICT literacy in main packages eg. Google.	E	Application Interview
Demonstrable knowledge of all current legislative requirements regarding catering, risk, waste and environmental matters.	E	Application Interview



Additional Requirements	Essential / Desirable	How Identified
Skills and Abilities		
Demonstrable planning and project management skills.	E	Application Interview
Have a flexible approach to working.	E	Interview
Operate on your own initiative and work independently.	E	Interview
Well organised, working effectively and efficiently, meeting deadlines under pressure.	E	Interview
Be able to relate positively to pupils and adults.	E	Application Interview
Maintain high standards of work.	E	Application Interview
Able to work as part of a highly functioning operations team.	E	Application Interview
Additional Requirements		
Operate with the highest standards of personal/professional conduct and integrity.	E	Interview
Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the Trust.	E	Interview
Willing to undertake training and continuous professional development in connection with the post.	E	Interview
Work in accordance with the Trust's values and behaviours.	E	Interview
Able to undertake any travel in connection with the post.	E	Interview
Able to demonstrate sound understanding of equality/diversity in the workplace and services provided especially in the access to delivery of the education of pupils and of own non-discriminatory practice and attitude.	E	Interview
Satisfactory DBS disclosure to work in an environment dealing with young people.	E	Interview
Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults.	E	Interview
A commitment to safeguarding and promoting welfare for all.	E	Interview
Full UK Drivers Licence, own transport and willingness to travel to multiple sites across the Trust.	E	Application Interview



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Applications

We welcome an informal conversation with candidates. To arrange a chat contact Sarah Greenley (Head of Services) on 07709 721302 or via email at s.greenley@wellspringacademies.org.uk

Post Title: Regional Catering Operations Manager
Reporting to: Operations Leadership Team
Duration of Post: Permanent
Work Commitment: Full-time (37.5 hours), 52 weeks
Start Date: as soon as possible
Closing Date: Monday 9th September 2024 at 9am
Interview Date: Tuesday 17th September 2024
Salary: £40,000 to £50,000 pa, dependent on skills and experience
Location: Involves travel around the Trust academies based in West and North Yorkshire regions.

How to Apply

Completed application forms are to be sent to:
hr@wellspringacademies.org.uk

Further Information

Wellspring Academy Trust recognises that it has a statutory and moral duty towards safeguarding the welfare of children, young people and, if appropriate, vulnerable adults who participate in any Trust activities and expects all staff to share this commitment. An Enhanced DBS is required for this post. References will be taken up and an online search carried out for shortlisted candidates, prior to attendance at interview.

If you are currently living overseas or have lived / worked overseas in the last five years please be aware that you will be required to provide an overseas criminal records check from the country/ countries you have resided in, if you are the preferred candidate for the post.

We offer an excellent pension scheme, flexi / hybrid working arrangements (including a daytime Monday to Friday working arrangement) a highly generous holiday entitlement, access to a cycle to work scheme amongst other benefits.

Wellspring Trust

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Discover how we make a difference at wellspringacademytrust.co.uk