

Catering Manager Job Profile

Statement of Purpose

Pro-active management and development of staff and resources allocated to the post holder.

Support to Quality

- Delivery of high standards of service.
- Skilled preparation and cooking activities, including special dietary meals.
- Provision of a high quality, choice and variety product range to achieve maximum sales.
- Monitoring and evaluation of performance.
- Maintenance and development of systems to ensure the smooth running of the catering service.

Financial Support

- Management of costs to achieve trading surplus.
- Maintenance of records and controls as required by Catering Services.
- Responsibility for the ordering, receipt and storage of supplies.

Support to Management of Risk

- Ensuring a safe and healthy working environment for all staff.
- Ensuring compliance of:
 - Statutory requirements in respect of Employment, Finance, Hygiene, Health and Safety.
 - County Council Policy, procedures, standing order and regulations.
 - Catering Service Codes of Practice, policies and procedures concerning food, hygiene, health and safety, risk assessment and hazard analysis.
- Implementation and maintenance of induction, refresher and awareness training for all Staff.
- Reporting of any defects to premises or breakdowns to equipment requiring replacement or repair to the relevant Administrative Officer.

Support for Client and Customer Care

- Maintaining effective relationships with customers and clients.
- Anticipating the need and seeking views of client and customers.

Personnel Support

- Responsibility for supervision, motivation, training, discipline/welfare and development of staff.
- Identifying and reviewing job related development needs at individual, and team level.
- Planning, prioritising and implementing development plans for individuals and the team.
- Maintaining discipline in accordance with County Council employment and Industrial relations policies and procedures.
- Responsibility for the development of staff through the staff development process.

Support for Development of the Service

- Monitoring and assessing the effectiveness of service delivery.
- Monitoring and evaluating sales, working practices to improve performance and the service provided.

Professional Accountabilities

The post holder is required to be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person. In addition, they are to contribute to the achievement of the school's objectives through:

Safeguarding

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.

Financial Management

- Personally accountable for delivering services efficiently, efficiently within budget and to implement any approved savings and investment allocated to the service area.

People Management

- To comply and engage with people management policies and processes
- Contribute to the overall ethos/work/aims of the school.
- Establish constructive relationships and communicate with other agencies/professionals.
- Attend and participate in regular meetings.
- Participate in training and other learning activities and performance development as required.
- Recognise own strengths, areas of expertise and use these to advise and support others.

Equalities

- Ensure that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

- Delivering energy conservation practices in line with the County Council's corporate climate change strategy.

Health and Safety

- Ensure a work environment that protects people's health and safety and that promotes welfare and which is in accordance with the County Council's Health and Safety policy.

Note 1:

The content of this job description will be reviewed with the post holder on an annual basis in line with the School's performance and development review policy. Any significant change in level of accountability that could result in a change to the grade must be discussed with the post holder and the relevant trade union before submitting for re-evaluation.

Person Specification Catering Manager

Minimum Criteria for Two Ticks *	Criteria	Measured by
	Experience • Experience of management of resources and staff in a large-scale catering operation. • Proven ability to work to budgets and achieve cost ratios. • Delivery of an effective operational catering service to meet customer and client need.	A/I
	Qualifications/Training • NVQ 2 in Catering (or recognised equivalent qualification)	A/I
	Knowledge/Skills • Excellent communication, organisational and administrative skills. • A sound business sense and strong commercial awareness. • Full working knowledge of relevant policies/codes of practice/legislation. • Able to work constructively as part of a team and on own initiative. • Able to organise, lead and motivate other staff. • Demonstrate the understanding and ability to maintain a safe and hygienic working environment. • Good understanding and ability to use specialist equipment/resources. • Able to plan and develop systems. • Able to relate well to children and to adults. • Able to establish excellent working relationships with staff and customers at all levels. • Strong commitment to: – The aims and objectives of the organisation; – The principles of continuous development; – The development of individuals and teams. • Able to deal with and prioritise multiple demands on time and work well under pressure • Able to work to deadlines.	A/I
	Behavioural Attributes • Customer focused • Has a friendly yet professional and respectful approach which demonstrates support and shows mutual respect. • Open, honest and an active listener • Takes responsibility and accountability • Committed to the needs of the pupils, parents and other	

	stakeholders and challenge barriers and blocks to providing an effective service. • Demonstrates a “can do” attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations • Is committed to the provision and improvement of quality service provision • Is adaptable to change/embraces and welcomes change. • Acts with pace and urgency being energetic, enthusiastic and decisive • Communicates effectively • Has the ability to learn from experiences and challenges • Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills.	A/I
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A = Assessed at Application

I = Assessed at Interview

Note 1:

In addition to the ability to perform the duties of the post, issues relating to safeguarding and promoting the welfare of children will need to be demonstrated these will include:

- ***Motivation to work with children and young people.***
- ***Ability to form and maintain appropriate relationships and personal boundaries with children and young people.***
- ***Emotional resilience in working with challenging behaviours and***
- ***Attitudes to use of authority and maintaining discipline.***