

Job Description

Unit Catering Manager Level 2

Grade 5

The post holder reports to the Area Catering Manager. Apart from team members, the main contacts of the job are: the client, customers, other catering colleagues and city council employees.

Main Purpose of the Job:

To be responsible for the safe, effective and efficient operation of all aspects of the catering service in a high school including management of the team, cash reconciliation and the completion of all financial returns.

Main Duties and Responsibilities

1. Manage a quality, cost effective catering service in accordance with service level agreements (SLAs) or contracts and legislative requirements.
2. Manage the service in accordance with a pre-set budget to achieve key cost ratios.
3. Plan menus to ensure compliance with legislative requirements and customer needs.
4. Carry out efficient financial administration, following City Council systems and financial regulations.
5. Manage a team and be responsible for human resources including training and development, managing attendance and completing payroll returns.
6. Maximise income through effective marketing campaigns.
7. Provide a customer focused service, which is courteous and responsive and meets the needs the client's needs at all times.
8. Manage the team in promoting equal opportunities in the workplace and delivering services, which are accessible and appropriate to the diverse needs of service users.
9. Ensure compliance with health & safety, food hygiene and COSHH (Control of Substances Hazardous to Health) regulations at all times.
10. Participate in new initiatives and future changes in service delivery improvements to support the client and the aims and objectives of the City Council.

11. Actively pursue own personal development and take full advantage of training provided.
12. Undertake such duties as may be considered appropriate by the Area Catering Manager in line with the needs of the service.
13. To converse at ease and provide advice in accurate spoken English is essential for the post.

Where the post holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Person Specification
Unit Catering Manager Level 2
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For this job we are looking for:

Operational experience of a catering facility, where high standards of food quality, service and attention to detail are paramount.

Hold or be working towards NVQ Level 2 Food Preparation and Cooking or an equivalent qualification.

Active listening and verbal communication skills for effective interaction with customers, other catering colleagues and city council employees.

Ability to work on own initiative and plan own workload.

Business acumen, financial awareness and marketing skills.

Ability to lead and motivate a team.

Must hold Intermediate Food Hygiene Certificate and have knowledge of health and safety regulations.

Literacy and numeracy skills to accurately complete returns.

Willing to abide by the schools policies and procedures.

The roleholder must have a command of spoken English which is sufficient to enable the effective performance of the role, including the ability to speak with confidence and accuracy and the ability to listen and respond appropriately dependent on the audience.

Personal Style and Behaviour:

Commitment to maintaining and improving a high quality service.

Tact and diplomacy in all interpersonal relationships with the public and colleagues at work.

Self-motivation and personal drive to complete tasks to required timescales and quality standards.

The flexibility to adapt to changing workload demands and new organisational challenges including being deployed to any establishment.

Personal commitment to ensure that services are equally accessible and appropriate to the diverse needs of service users.

Personal commitment to continuous self -development.

Where service provision requires to be available for work during school holidays.

To wear the uniform provided.

Be willing to consent to and apply for an enhanced disclosure check to the DBS (Disclosure and Barring Service).