

Job Profile

| Insert School | | | | |
|---------------|------------------|---------|------------|--------------|
| Job Number | Post Title | Grade | Points | Date |
| A8277 | Catering Manager | Grade 5 | 413 NJC | January 2010 |

Reporting Relationships

Responsible to: Headteacher

Responsible for: Catering for the school

Purpose and Values of the Catering Provision

Our catering service plays a vital role in supporting the overall wellbeing and success of our students. We are committed to providing high-quality, nutritious meals that encourage healthy eating habits and ensure all students are ready to learn and thrive throughout the school day. We aim to create a welcoming dining environment where students can enjoy their meals and develop positive attitudes towards food and nutrition.

The catering provision is continually evolving, with a strong focus on improving quality, efficiency, and customer experience. Through the introduction of new menus, adherence to nutritional standards, and ongoing staff development, we ensure that our service meets the needs of our diverse school community. Food safety, hygiene, and compliance are central to our work, with robust systems in place to maintain the highest standards.

We place great importance on monitoring performance and responding to feedback from students and staff, ensuring continuous improvement. The Catering Manager will lead a committed team, fostering a culture of professionalism, teamwork, and pride in delivering an excellent service that supports both learning and wellbeing across the school.

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.
- Adjustment of staffing levels of income.
- Responsibility for the ordering, receipt and storage of supplies.

- Collection, reconciliation and banking of income.

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.

Support for Promotion of the Service

- Maximising sales by promoting and marketing the service.
- To be involved in activities relating to Promotion of the Service and Emergency Feeding.

Personnel Support

- Responsibility for supervision, motivation, training, discipline/welfare and development of staff.
- Recruitment, selection and appointment of casual 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.
- Contribution to and implementation of a development plan for the establishment.

Professional Accountabilities (this list is not exhaustive and should reflect the ethos of the school)

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
Level 2**

| Minimum Criteria for Two Ticks * | Criteria | Measured by |
|----------------------------------|--|-------------|
| | <p>Experience</p> <ul style="list-style-type: none"> • 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 proven track record of maximising scales. | vA/I |
| | <p>Qualifications/Training</p> <ul style="list-style-type: none"> • NVQ 2 in Catering (or recognised equivalent qualification) | A/I |
| | <p>Knowledge/Skills</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> – 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 |

| | | |
|--|---|-----|
| | <p>Behavioural Attributes</p> <ul style="list-style-type: none"> • 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

T = Assessed through Test

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.***



If a disabled person meets the criteria indicated by the ‘Two Ticks’ symbol and provides evidence of this on their application form they will be guaranteed an interview.

We are proud to display the **Two Ticks Symbol**, which is a recognition given by Jobcentre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting the

SSC Recruitment Team on 01785 276480