

## **Job Description: Trust Catering Manager**

Location: Bradford and Keighley  
Line Manager: Chief Financial Officer  
Salary: PO1 SCP 27-30

### **GENERIC INTRODUCTION:**

The following information is furnished to assist staff joining the Trust to understand and appreciate the work content of their post and the role they are to play in the organisation. The following points should be noted:

1. Whilst every endeavour has been made to outline the main duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job profile.
2. Employees should not refuse to undertake work, which is not specified on this form, but they should record any additional duties they are required to perform, and these will be taken into account when the post is reviewed.
3. Nurture Academies Trust is an Equal Opportunities Employer and requires its employees to comply with all current equality policies in terms of equal opportunity for employment and access to the Trust Services.
4. The Trust is committed, where possible, to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

### **PRIME OBJECTIVES OF THE POST:**

- To lead on bringing the Trust catering service in-house, nurturing and enthusing existing kitchen staff as part of our wider school teams, and ensuring investment in their professional development
- To devise fresh, healthy, filling and delicious menus that respond to local tastes, liaising with Kitchen Managers and our schools
- To work to keep the cost of meals down for our parents, and no higher than that of other local schools
- To understand and work to financial budgets, supported by our Finance Team, to ensure that expenditure on our catering service remains economical in relation to our income
- To run an efficient and effective service supported at a local level by our School Business Managers, actively seeking the views of the entire customer range to ensure the most appropriate service provision at all times
- To communicate clearly and diplomatically with colleagues, staff and customers at all levels and make decisions relating to the catering service

May from time to time be required to undertake other duties commensurate with the grade and level of responsibility defined in this job description.

### **KNOWLEDGE AND SKILLS:**

*(See Personnel Specification)*

**EFFORT DEMANDS:**

- Will contribute to the overall ethos/work/aims of the Trust.
- Will appreciate and support the role of other professionals.
- Will carry out duties involving physical demands (sometimes in awkward positions), which will be proportionate with general catering duties for example, preparation of food, long periods of standing etc.
- Will deal with any issues, immediate problems or emergencies that arise in line with school policies and procedures liaising with colleagues where necessary e.g., dealing with a sick, injured, or distressed child.
- Be vigilant and sensitive to any child protection/safeguarding concerns that arise, reporting any concerns to the designated officer in line with school policy and procedure.
- Be required to carry out normal mental effort and short periods of concentration at peak times, e.g. ensuring correct temperatures and times are adhered to, correct serving techniques performed within the time allocated.
- Will be required to travel between the Trust's schools in Bradford and Keighley as required.

**RESPONSIBILITIES:**

- To be responsible for the overall catering service within all Trust school environments, actively seeking the views and comments from the entire customer range to ensure the most appropriate service provision at all times.
- To act as senior authority for front of house management and have regular contact with school kitchen management, school leadership and the Trust executive on the catering service.
- The catering services will include all or some of the following aspects – vending, breakfast service, tuck shops, lunch service, staff room service, after-school clubs, and function catering. Plus, support services such as school meal administration; cashless systems; nutritional promotions.
- Responsible for ensuring costs are controlled but that they do not affect the service quality and delivery at each site. To understand and work with financial targets to make immediate adjustments to achieve same. Ability to keep accurate records for all cost control systems.
- Able to establish, maintain and adhere to management guidelines, quality, personnel, and hygiene policies, as well as Food Hygiene Regulations and Health and Safety at Work Act in a Supervisory capacity. Completing audit and verification. To ensure direct line staff meet compliance with all Health & Safety and Hygiene procedures and standards
- Deal with and advise on escalated day to day staffing matters, reporting matters of a disciplinary nature or employee complaints to school leadership and the Trust executive.
- Responsible for devising and overseeing effective training for all staff on-site, including induction, basic skills and to review the on-going training needs of individuals on a regular basis. To ensure training records on sites are kept up to date. Manage and support the development, progress, and performance of all line reporting managers

- To devise menus and deliver menu training to all line reporting managers meeting customer expectations, to anticipate changes required and seek continuous improvements to the catering service provided.
- To be responsible for escalated on-site customer care, liaison with school management in order to ensure the service is meeting the individual school's requirements.
- To be responsible for the recruitment and management of the school kitchen teams.
- Responsible for devising procurement policies for the management of all food stocks on site, premise security and all catering service equipment including cashless systems, and on loan equipment such as vending machines.
- Responsible for ensuring all line staff deal with defects and repairs are reported and completed satisfactorily.
- To support the business through the completion of projects as required, e.g. to manage and assist in the mobilisation of new school kitchen teams.
- Ensure all line reporting managers are working responsibly for the collection and security of money collected through the tills and vending machines or revaluation machines where appropriate as delegated to site Kitchen Managers, including record keeping, and safe keeping of large volumes of cash (approximately £1000 per day).
- Ensure all line reporting managers are responsible for the care and cleanliness of protective clothing allocated to staff
- To ensure all line reporting managers accurately complete all required bookwork within time constraints.
- To ensure all line reporting managers organise the physical stocktaking of food and equipment as required.
- To work within and review policies and procedures as laid down and contribute to the continuous improvement of same.
- To attend meetings, training courses and school parent/pupil events as required.
- Ensure all line reporting managers are accurate and caring to ensure the correct quality and quantity of food production.
- To ensure a caring and enthusiastic approach towards all the customers who may range from the early years to adults.
- To communicate clearly and diplomatically with colleagues, staff and customers at all levels and make decisions relating to the catering services.
- Specialist skills i.e., special diets; Halal meat preparation.

#### **ENVIRONMENTAL DEMANDS/WORKING CONDITIONS:**

- Working in reasonable conditions with exposure to high and low temperatures according to food handled.
- Will have long periods of standing and working under pressure.
- Available to work 52 weeks a year, 37 hours per week with statutory holidays and a willingness to be flexible as may be required to attend staff meetings/training sessions outside of usual hours.

- Will have contact with members of the public/other professionals e.g. teaching staff, governors, parents/carers, community groups, local education authority, external providers etc.
- This post may include a degree of manual lifting and handling. You are expected to be aware of health and safety policies and procedures and frequently assess your ability to carry out the lifting tasks required of you.

### Fluency Duty

In line with the Immigration Act 2016; the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard.

For this role the post holder is required to meet the Intermediate Threshold Level

### Intermediate Threshold Level

The post holder should demonstrate:

- They can express themselves fluently and spontaneously with minimal effort and,
- Only the requirement to explain difficult concepts may hinder a natural smooth flow of language.

### **SPECIAL CONDITIONS OF SERVICE:**

- No contra-indications in personal background or criminal record indicating unsuitability to work with children/young people/vulnerable clients/finance (An enhanced DBS check is required).

### **OTHER CONSIDERATIONS**

- To attend for extra cleaning on specified days and cover Kitchen Managers as required
- To attend training courses as required.
- To be aware of and comply with policies and procedures relating to child protection; being vigilant for signs that children may be being abused and to report any such suspicions to the school's nominated Child Protection Co-ordinator or the Head teacher.
- To act in accordance with the Data Protection Act and maintain confidentiality at all times e.g. access to staff/student/parent and carers files.
- Accept and commit to the principles underlying the Schools Equal Rights policies and practices.
- Be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act.
- Must be legally entitled to work in the UK and complete satisfactory enhanced DBS checks.

## Personnel Specification: Trust Catering Manager

	ESSENTIAL (E)/DESIRABLE (D)
<b>EXPERIENCE:</b>	<ul style="list-style-type: none"> <li>• Proven operational experience managing large teams in multi-site catering operations including HR &amp; performance management (E)</li> <li>• Have previous experience of menu development and planning and procurement; ensuring menus planned are in line with statutory guidelines (E)</li> <li>• You will need to be an exceptional people manager and leader with excellent communication skills (E)</li> <li>• Sound financial acumen with experience of budget compilation and presentation (E)</li> <li>• Experience of procuring and managing third party client contracts and holding contractors to account (E)</li> <li>• A keen eye for detail over all aspects of the role (E)</li> <li>• Highly motivated with proven ability to succeed (E)</li> <li>• Provide evidence of having previously spoken fluently to customers at an Intermediate Threshold Level (E)</li> </ul>
<b>QUALIFICATIONS/ TRAINING:</b>	<ul style="list-style-type: none"> <li>• Good standard of education – including Maths and English (E)</li> <li>• Hold a Supervisory Food Hygiene Certificate (E)</li> <li>• Hold a Supervisory Health and Safety Certificate (D)</li> <li>• Achieved NVQ level 3 in food preparation or equivalent (D)</li> <li>• NVQ equivalent or NVQ II Management &amp; Leadership or Customer Services or working towards (D)</li> <li>• Willingness to continue personal development (E)</li> </ul>
<b>KNOWLEDGE/ SKILLS:</b>	<ul style="list-style-type: none"> <li>• An understanding of your professional responsibilities in relation to school policies and practices (E)</li> <li>• Have a good understanding of procurement processes (E)</li> <li>• Able to follow oral/written instructions (E)</li> <li>• Have a good understanding of bookwork skills (D)</li> <li>• Have a good understanding of current regulations and guidelines, including food hygiene and health &amp; safety (E)</li> <li>• Knowledge of specialised skills pertaining to the kitchen e.g. Diets, Halal meals etc. (E)</li> <li>• Awareness of the cultural needs of the customer (D)</li> <li>• Diplomatic and approachable (E)</li> <li>• Ability to communicate verbally (E)</li> <li>• Good communication skills with a sound knowledge of ICT (D)</li> <li>• In line with the Immigration Act 2016; you should be able to demonstrate fluency of the English Language at an Intermediate Threshold Level (E)</li> <li>• Have a good understand of safeguarding and child protection procedures across schools (E)</li> </ul>