

**Job Description: Catering Manager**

Location: Lapage Primary School

Line Manager: Trust Catering Manager

Salary: Band 6, SCP 6-11, £10.21ph - £11.27ph

**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 and manage a team of staff within a medium or large primary school, providing a complete catering service, and ensuring the smooth and efficient operation of the school kitchen for the ultimate health, comfort and benefit of the pupils and staff.

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 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 Trust/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 Trust/school policy and procedure.
* Required to carry our 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.

**Responsibilities:**

* To be responsible for the overall catering service within a school environment actively seeking the views and comments from the entire customer range to ensure the most appropriate service provision at all times.
* To act as front of house manager and have regular contact with school management on the catering service.
* The catering service 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 the management of the on-site team, including recruitment, induction, control, training and motivation of the kitchen team.
* Able to adhere to management guidelines, quality, personnel and hygiene policies, as well as Food Hygiene Regulations and Health and Safety at Work Act, and be responsible for the adherence to these of the full kitchen team.
* Deal with day to day staffing matters, reporting matters of a disciplinary nature or employee complaints to the line manager
* Responsible for training all staff on-site, including induction, basic skills and to review the on-going training needs of individuals on a regular basis. To keep training records up-to-date.
* Responsible for the care and cleanliness of protective clothing allocated to staff.
* To be responsible for 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 ordering of food and the checking of deliveries and the relevant record keeping associated with that.
* Responsible for all food stocks, premise security and all catering service equipment including cashless systems, and on loan equipment such as vending machines.
* Responsible for ensuring defects and repairs are reported and completed satisfactorily.
* Responsible for the collection and security of money collected through the tills and vending machines or revaluation machines where appropriate.
* To be responsible for the collection, record keeping and safe-keeping of large volumes of cash (approximately £1000 per day).
* To prepare menus in line with customer expectations, to anticipate changes required and seek continuous improvements to the catering service provided.
* To accurately complete all required bookwork within time constraints.

* To organise the physical stocktaking of food and equipment as required.
* To work within 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.
* Accurate and caring to ensure the correct quality and quantity of food production. 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.
* Ability to keep accurate records for all cost control systems.
* To understand and work with financial targets to make immediate adjustments to achieve same.
* Specialist skills i.e. special diets; Halal meat preparation, allergen management
* To ensure that the Assistant Catering Manager is well equipped to manage the catering service in the event of short term absence
* Will contribute to the overall ethos/work/aims of the school.
* Will appreciate and support the role of other professionals.

**environmental demands/Working Conditions:**

* Working in reasonable conditions with exposure to high and low temperatures and levels of noise
* Will have long periods of standing and working under pressure.
* Available to work during school hours during term time 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.
* 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 Officer or the Headteacher.
* 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

**Personnel Specification: Catering Manager**

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|  | **ESSENTIAL (E)/DESIRABLE (D)** |
| **Experience:** | * A minimum of two years’ experience of working and cooking in a busy kitchen environment (E)
* A proven track record of managing a kitchen environment and leading a team (E)
* Have previous experience of menu planning, budgeting and ordering (E)
* Ability to establish effective working relationships with professional colleagues and display good leadership skills (E)
* Provide evidence of having previously spoken fluently to customers at an Intermediate Threshold Level (E)
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| **Qualifications/****Training:** | * Good standard of education – including Maths and English (E)
* Hold an NVQ level 2 in food production or equivalent, for example C&G 706/1 & 2 (E)
* Hold an intermediate/level 3 food safety certificate (E)
* NVQ equivalent or NVQ level 2 Management & Leadership or Customer Services or working towards (D)
* Diplomatic and approachable (E)
* Ability to communicate verbally (E)
* Willingness to continue personal development (E)
 |
| **Knowledge/ Skills:** | * An understanding of your professional responsibilities in relation to school policies and practices (E)
* Able to follow oral/written instructions (E)
* Have a good understanding of current regulations and guidelines, including food hygiene and health & safety (E)
* Knowledge of specialised skills pertaining to the kitchen e.g. Diets, Allergen management, Halal meals etc. (E)
* Awareness of the cultural needs of the customer (E)
* Good communication skills with a sound knowledge of ICT (E)
* In line with the Immigration Act 2016; you should be able to demonstrate fluency of the English Language at an Intermediate Threshold Level.
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