

Job Description:
Catering Manager at Chetham’s School

of Music

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| Function: |  Catering Manager (J1 Business Manager Large) |
| Position:  | Catering Manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Michelle Houghton, Account Director |
| Additional reporting line to: | Lisa Gordon, Account Support Manager |
| Position location: | Chethams School of Music |
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| 1. Purpose of the Job  |
| * To organise and assist in the preparation and innovative presentation of all meals service for pupils, school staff and parents, participating as necessary at the required time, being provided to the standard laid down in the Sodexo Environmental Systems (SEMS) and to the Client's, Customer's and Sodexo’s satisfaction.
* Be innovative and drive service excellence, constantly reviewing the menus and ensure the food offer is imaginative, fresh, well balanced, cost effective and attractive to look at and complies with Independents by Sodexo food offer.
* To demonstrate Leadership qualities to motivate, engage and develop a team of catering staff.
* Work with pupils and School Senior Team to ensure pupils thoughts and ideas are embraced and reflected in the daily menus.
* Support the client with internal and external events and provide a professional service across all services
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Draft. Version: 27-03-2014

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| 2. Organisation chart  |
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| **3. Context and main issues**  |
| * To ensure that all food is prepared with due care and attention, particularly in regard to customers’ special dietary requirements: for example, nut, dairy or wheat allergies.
* To be prepared for a flexible working week, covering services that fall outside of Monday to Friday and ensure all services Monday to Sunday are covered with a member of the management team.
* To establish and maintain satisfactory relationships with individuals at all levels within the Company, Consultants and the Client Organisation and to be able to communicate both verbally and in writing to both parties.
* To maintain the standards and integrity of the service offer and Service Specification at all times and work within the budget, providing detailed monthly accounts with explanation for all variances.
* To ensure all new staff are given a thorough induction into their job, the unit and the Company. To monitor the performance of staff, carry out performance reviews and provide training and coaching as necessary, and record on the appropriate documents.
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| 5. Main assignments  |
| * To organise, plan and attend any special functions as required, some of which may occur outside of normal working hours and to ensure each event is recorded accordingly and costed accurately. For example Open Morning, Performances, school meetings, parents evenings.
* To manage the full production from menu planning, rotas, ordering and receiving of goods as required. To control budgeted consumption levels to agreed targets and use tools available to support.
* To take all necessary steps to ensure maximum security of the kitchen, store, office, safe any monies that apply and any other areas under the Sodexo’s control.
* To recruit following the Safer Recruitment guidelines, interview, induct, and develop staff according to the needs of the unit and within the procedure laid down by the Company. To maintain accurate, up-to-date personnel records for all staff.
* To ensure the correct compilation of the payroll to the latest regulations. To ensure that all Statutory Regulations and Company Policy concerning the staff are adhered to.
* To communicate with the Client to review the service offer and agree innovative menus that are well balanced and attractive.
* To support a Zero Harm culture and report all incidents, near misses and accidents and use the SEMS system to update and train staff on all legal training requirements.
* To attend Health and Safety meetings and represent Sodexo
* To encourage and attend Food Council meetings to obtain valuable feedback
* To ensure that staff have a meaningful performance review twice per year, with minutes documented and a training and succession plan is drawn up following each review.
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| 6. Accountabilities  |
| * To ensure that the Company's accountancy, documentation and administration procedures are carried out to the laid down standard and that the necessary weekly returns are completed accurately and sent to the appointed office on time. This may be electronically, paper-based, or both, as instructed.
* To control and monitor the financial performance of the unit and to maintain costs within pre-budgeted targets. To provide back-up information for the client on request and monthly for the Account Manager/ Director.
* To implement and maintain the Statutory and Company standards of hygiene, health and safety and take any action as is necessary and to ensure all staff accordingly to the time frames.
* To have special regard to the welfare of the establishment staff and to organise regular and effective staff meetings with detailed minutes.
* Provide back-up information to support the School website and weekly newsletters as required.
* To deliver a consistent level of service , within the company’s high standards, to the contract specification and agreed performance , qualitative and financial targets
* Ensure ALL of Sodexo policies in relation to Food Safety and Health and Safety are adhered and staff are trained in this process
* To attend District meetings and training courses some of which will require travel to training centres
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| 7. Person Specification  |
| * Experience of catering and event management
* Hands on approach with the Catering Team
* Experience of working within an education environment an advantage
* Hold Food Safety Level & IOSH certificates or similar qualification
* Flexibility of hours working 5 out of 7 days
* Excellent communication skills
* Leadership skills
* Innovative approach
* Enthusiastic and keen
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| 8. Competencies  |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Employee engagement
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| * Commercial Awareness
 | * Learning and development
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