

Job Description:
Catering Manager

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| Function: | Government - Justice |
| Position:  | Catering Manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Soft Services Manager |
| Additional reporting line to: | Head of Facilities Management |
| Position location: | HMP Peterborough |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * The management and control of the catering operation to the agreed specification and performance, qualitative and financial targets focusing on Employees & Prisoners.
* To ensure high standards of food, hygiene and service are maintained throughout.
* Engage with other agencies to deliver an effective service.
* To be accountable for excellent service delivery within the catering team activities and operational objectives ensuring continuous improvements are made.
* To ensure high standards of hygiene, compliance, food safety and the highest of services are maintained throughout all food production and delivery areas.
* Actively enforce relevant statutory Company and site health and safety compliance.
* Identify and rectify service improvement opportunities.
* Evaluate, communicate, and rectify all internal & external audits.
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| Revenue FY25/26: | Tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Main kitchen – Caters for c1260 prisoners.
* Residential Food outlet points – approx. 27 Points of Service
* Staff Outlets – Staff Canteen and Vita Nova Training Eateries.
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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * To control and manage the financial performance of the unit and to maintain costs within pre-budgeted targets.
* Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
* Ensure menus reflect diverse population and are rotated as per the contract agreement and HMPPS guidance.
* To ensure food services are healthy and to seek and implement suggestions.
* Ensure all practices are in line with Sodexo policies and procedures and those set out within Health and Safety and Food safety guidelines/legislation and are strictly adhered to.
* To act as a site subject matter expert, where appropriate to other department managers and departments; offering guidance and support where required.
* Provide prisoners with a range of skills & experience within the catering field to encourage rehabilitation and employment on release.
* Managing complex medical and allergen requirements in both production and delivery.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Ensure the efficient and effective provision of the Catering Services within HMP Peterborough for prisoners.
* Managing the main kitchen, staff canteen and other areas of food preparation and service in conjunction with the Prison Staff and Soft Facilities Manager.
* Continually monitor all health and safety, food standards and hygiene standards and ensure they are maintained at the highest level.
* Support effective contingency and business continuity planning, training, preparation, exercising, and reviewing.
* Control and manage the financial performance of the kitchen and to maintain costs within pre-budgeted targets, responsible for procurement, ordering and stock control.
* Line Manage, develop, and supervise the Catering Team.
* Support the operational staff who facilitate the wing-based serveries.
* Ensure food services are creative, healthy, meet with the Sodexo Quality of Life Agenda and seek to implement suggestions.
* Prepare menus in conjunction with qualified dieticians to ensure compliance with nutritional standards and relevant PSI’s using the DRIVE menu planning platform system.
* Ensure the catering department caters for all dietary, ethnic, and cultural needs.
* Monitor all departmental targets and manage all internal and external audit requirements.
* Ensure the maintenance and upkeep of all appropriate records on the receipt, storage, and issue of food items.
* Manage the food and beverage provision for functions and events at HMP Peterborough.
* Ensure that all food entering the control of the catering department is produced and served to the highest standard.
* Oversee the selection and training of staff and prisoners, to satisfy legislative requirements.
* Continue to develop own skills and knowledge within the position, including any required training courses.
* Maintain equipment care for all assets and report all faults to Facilities Management.
* Work in conjunction with other department managers and staff to plan, organise and coordinate working prisoners.
* Flexibility on work schedule.
* Represent HMP Peterborough when attending off site meetings in support of the prison.
* Forecasting, budgeting, and preparing accurate & timely month end reports for clients and Sodexo.
* Reporting on SLAs and delivering action plans to ensure that SLAs are met/exceeded.
* Planning and execution of site events (Christmas, Religious Festivals & Staff events)
* Responsible for the leadership of all employees including effective resource management, recruitment, induction, coaching and performance management.
* Ensuring that HR procedures are followed and ensuring any people related problems are dealt with in line with policy and procedure.
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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * To attain, maintain and grow client and customer satisfaction with significant positive feedback received
* Achieve & maintain the highest level of compliance on both internal and external audits
* Achieve and enhance pre-set company budget and profit margins
* Government and Company compliance: e.g. Health and Safety, HACCP, Food Safety, Calorie Law.
* New promotions and business opportunities will be identified.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential* Experience of managing a high-level catering department.
* MoJ security clearance Enhanced Level 1, (To be completed following successful offer for role)
* Level 4 in Food Safety.
* Proven track record of leading, managing and developing a team.
* A sound understanding of H.A.C.C.P. and knowledge of health & safety and food safety.
* Ability to inspire others through your leadership to support and motivate others to reach their full potential.
* Proven track record of successful budget P & L management
* Proven experience inIndustrial/bulk catering**.**
* Proven experience in catering sector, including stock management.
* Proven ability to create and implement new ideas.
* Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook).
* Experience relating to purchasing, stock controls and menu planning.
* Strong communication, organisation and time-management and people management skills.
* Be a focused and dynamic team player who can adapt rapidly to changing priorities.
* Analyse problems, develop opportunities and implement innovative solutions.

Desirable* Experience of working within custodial environment.
* Experience of working within an Industrial Catering Operation.
* Experience working with DRIVE or similar menu planning platform.
* Experience of working with SAP for Purchase Order raising.
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Building effective teams
 | * Commit to improve
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| * Customer focus
 | * Own performance
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| * Communicates effectively
 | * Challenge with humility
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| 9. Management Approval – To be completed by document owner |
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| Document Owner | W Massey |

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