

Job Description: Catering Manager



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 FM
Position location:	HMP Northumberland

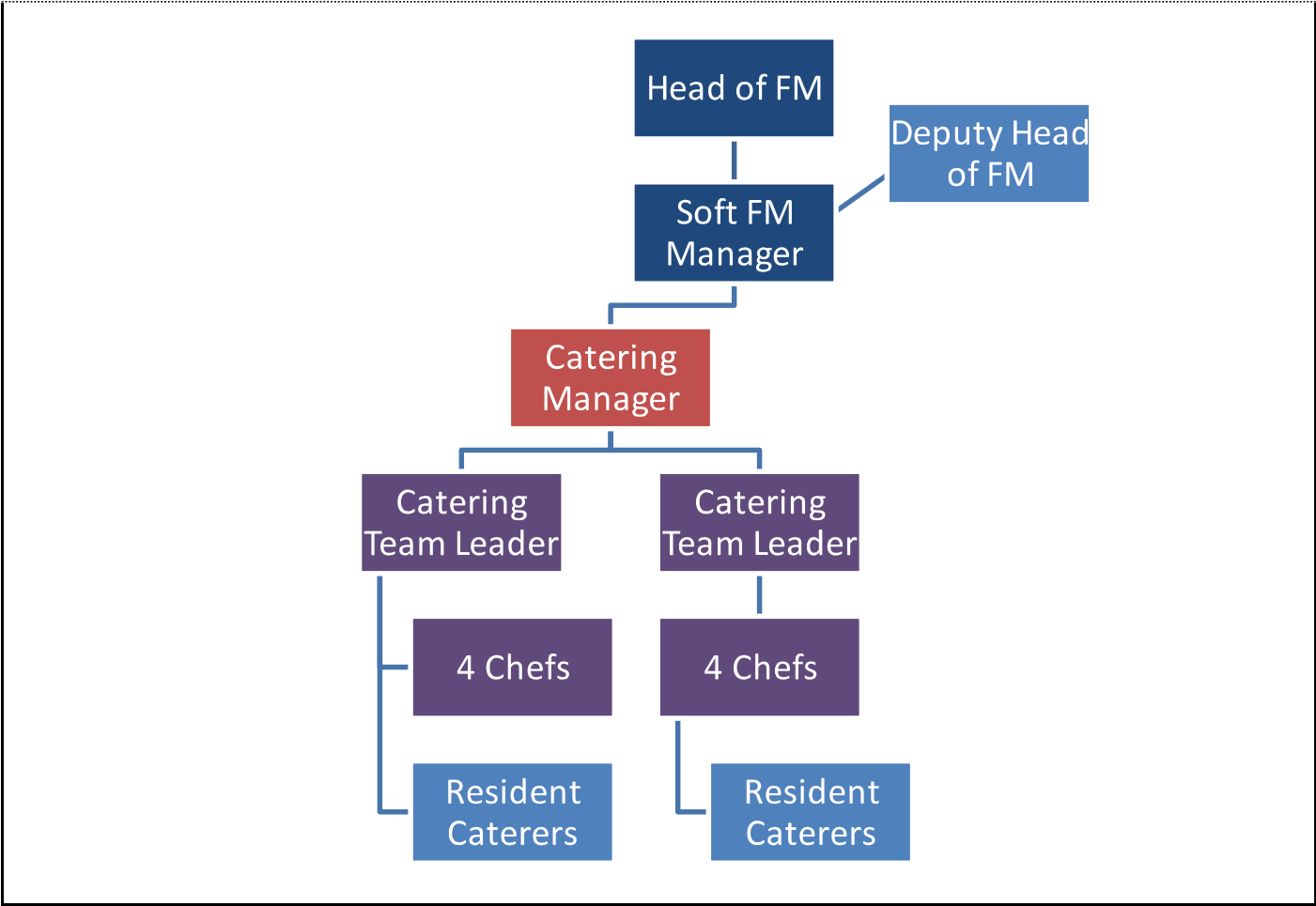
1. Purpose of the Job – State concisely the aim of the job.

- 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.
- 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.

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 FY22:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics		<ul style="list-style-type: none">▪ Main kitchen – Caters for 1348 prisoners currently. This is due to increase to 1700 in 24/25▪ Residential Food outlet points – approx. 26 units▪ Budget – approx. TBC							

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.



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.
- 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.

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 Northumberland for prisoners.
- Managing the main kitchen & serveries, in conjunction with the Prison Staff and Soft Services Manager

- Continually monitor all health and safety, food standards and hygiene standards and ensure they are maintained at the highest level.
- 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.
- 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 Northumberland.
- 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.
- Care for all company equipment and ensure that any faults are reported to Facilities Management.
- Work in conjunction with other department managers and staff to plan, organise and coordinate working prisoners.
- Flexibility on work schedule
- 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 of site events (Christmas, Religious Festivals and Special Diet needs)
- 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.

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.

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.
- Level 4 in Food Safety
- Experience of managing and leading a team.
- 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 in bulk catering
- Proven ability to create and implement new ideas
- Experience relating to purchasing, stock controls and menu planning
- Strong communication, organisation and time-management and people management skills

Desirable

- Experience of working in a similar custodial environment
- Assessor qualification (or equivalent) plus experience of delivering catering qualifications

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Building effective teams	▪ Commit to improve
▪ Customer focus	▪ Own performance
▪ Communicates effectively	▪ Challenge with humility

9. Management Approval – To be completed by document owner

Version	2.0	Date	02 nd November 2023
Document Owner	C Simpson		