

JOB DESCRIPTION

Job Title:	Catering Manager
Job Location:	The Jubilee Centre, Mosley Avenue, Bury, BL9 6NJ
Responsible to:	Chief Executive Officer
Responsible for:	4 x Staff and Volunteers
Hours of Work:	35 hours per week, worked over 5 days including weekends on a rota basis occasional evening working will be required.
Salary:	£23,725.07 per annum + contribution to pension
Leave:	20 days per year on pro-rata basis, plus all statutory bank holidays and one compulsory day off from Age UK Bury. In addition, 3 days paid leave for you to undertake voluntary work for a charity of your choice.
Contract:	Permanent, subject to satisfactory 6-month completion of probationary period.

JOB SUMMARY

The objective is to oversee, enhance, and advance the current catering operations to ensure a high standard of quality, cost efficiency, and sustainability. Additionally, it is essential to manage the logistics involved in providing and delivery services to all individuals, thereby establishing the cafe as a sustainable resource. Approximately 120+ customers visit the centre each day.

KEY TASK AND RESPONSIBILITIES

1. To oversee the catering operation and catering team which includes, kitchen assistants, delivery drivers and volunteer workers. Ensuring optimal utilization of the staffing resource and effective management of the staffing budget.
2. To collaborate with the catering team as required to guarantee coverage 7 days a week on a rotational schedule.
3. To guarantee that meals are of superior quality, nutritious, and visually appealing.
4. To prepare meals and bake delectable dishes.
5. Prepare menus and offer external catering services.

6. To ensure the catering function is compliant with statutory Health & Safety and Food Safety standard.
7. To ensure the continuous development and improvement of our processes and systems to ensure they remain compliant and demonstrate best practice and best value.
8. To deliver the induction and training of catering staff and volunteers including quarterly supervisions and annual appraisals.
9. To lead and support the catering team through excellent communication, a hands-on approach, employee engagement and teamworking.
10. To build and lead the relationship with external suppliers to ensure quality and best value.
11. To promote the service both to potential customers and other organisations.
12. To engage with customers, staff and related services to seek feedback and identify any service gaps and implement any required improvements.

OTHER DUTIES

1. To produce monthly reports on the service that demonstrate how Key Performance Indicators (KPI's) are being met.
2. To provide guidance to the Chief Executive Officer regarding the enhancement of both the service and its supporting infrastructure.
3. Perform any other tasks appropriate to the grade of the post as requested by the Chief Executive Officer.

THE ORGANISATION

Standard Clauses

- **Equal Opportunities:** The postholder will be expected to adhere to Age UK Bury's Equal Opportunities Policy in all aspects of their work.
- **Confidentiality:** The postholder will be expected to always adhere to the organisation's Confidentiality and Data Protection Policy.
- **Health & Safety at Work:** The postholder will be required to abide by the Age UK Bury's Health & Safety Policy and the requirements of the Health and Safety at Work Act.
- **Disclosure and Barring Service:** Confirmation of appointment to this post will be subject to a satisfactory DBS check.
- **Safeguarding Vulnerable Adults:** To report safeguarding concerns in accordance with the Age UK Bury Safeguarding Vulnerable Adults policy.

Person Specification – Catering Manager

Essential Criteria	Assessment Method
<u>Knowledge & Skills</u>	
Knowledge of current Health & Safety and Food Safety legislation and best practice	Application/Interview
Developing menu selections and regularly reviewing costs	Application/Interview
Creativity in catering services, combined with expertise and experience in accommodating specialised dietary needs	Application/Interview
Excellent understanding of Nutrition and Hydration requirements for people	Application/Interview
A good knowledge of Outlook, Word and Excel as well as the aptitude to learn and use our IT systems	Application/Interview
Great leadership skills with proven ability of motivating, coaching, management of and working within a team	Application/Interview
Strong and highly effective communication and interpersonal skills, friendly, enthusiastic with a flexible 'can-do' approach	Application/Interview
Understanding and commitment to safeguarding vulnerable adults and children	Application/Interview
Sound budget and food cost control along with strong organisational and administrative skills	Application/Interview
High standards of personal integrity, confidentiality and professional conduct	Application/Interview
The ability to listen and react to feedback, particularly from our customers	Application/Interview
A proactive approach to the personal development of oneself and others	Application/Interview
<u>Experience</u>	
Line management including coaching and staff development	Application/Interview
Managing a busy catering environment	Application/Interview
Proficiency in IT solutions tailored by catering and food service operations, encompassing cash management and credit card processing transactions	Application/Interview
Experience of managing a service of similar size and scope	Application/Interview
<u>Additional requirements</u>	
Ability to drive with access to a vehicle for business use and possess a personal smart phone	Application/Interview
Willingness and ability to work flexibly including evenings and weekends	Application/Interview

<u>Qualifications</u>	
NVQ 1&2 in Catering and Hospitality (or equivalent qualification)	Application/Interview
Level 2/3 Certificate in Food Safety in Catering	Application/Interview

Notes:

• This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. It may be amended from time to time to reflect service needs and development.

• In addition to the contents of this role description, employees are expected to undertake all other reasonable and related tasks allocated by Line Management.