

Job Description

Post Title:	Catering Manager
Location:	George Spencer Academy
Salary/Pay Range:	NJC14 – NJC18
Hours of work:	37 hours per week, Term Time + one week (40 weeks)
Reporting to:	Operations Manager

Purpose of Role

To work in the catering and food service areas under the control of The Spencer Academies Trust.

To oversee multiple kitchens, conference catering, refreshments and buffet requirements over the site. Taking the lead responsibility for the operational requirements and service delivery during the day. Taking the lead in the organisation and management of all other catering staff and provide effective line management of the catering team.

To provide an efficient operation and delivery of service, preparation of meals to appropriate standards, ensuring customer satisfaction and maintaining the cleanliness and hygiene of the unit.

Nature and Scope

Working as part of this important team you will be required to carry out the following duties. The nature of the Academy Year requires some of these tasks to be done regularly whilst others will be on an annual cycle.

The post holder will be expected to use all Trust standard computer hardware and software packages where appropriate. Responsibilities include:

Main Duties and Responsibilities;

Regular Duties

- Prepare and present all food at the required times to the Academy's standard and satisfaction.
- Assist in the service of meals where necessary.
- To maintain a high standard of hygiene and cleanliness in the food preparation and service areas at all times paying attention to the Health and Safety regulations.
- Routinely assume the duties of the Catering Manager and actively contribute to development initiatives to improve the effectiveness of the catering operation.
- Supervise and assist in food stocktaking and to ensure the security of stores during all working hours.
- Oversee vending operations if applicable.
- Keep all work areas and surfaces as clean and tidy as is practicable at all times especially at the end of the day/shift.
- Assist in identifying training needs of staff, delivery of training and the supervision of standards.
- Ensure the security of all the Establishment's provisions, equipment and utensils at all times.
- Carry out any reasonable request by the Management team.

- Assist with the input of data to the computer.
- Deliver food and goods to any building on site.
- Undertake Appraisal and Performance Management for all staff that the post-holder line manages and appropriately manage any underperformance with support from the Trust HR Manager.
- Handle and bank money where necessary.
- Be responsible for close of day procedures for cashless catering system.
- Deal with parental enquiries with regard to cashless catering.
- Manage a team of around 12 staff over 3 sites.

Irregular Duties

- Prepare food and beverages for special functions and assist with other related Activities, which may sometimes be outside normal working hours.
- Work at other academies with the Trust in agreement with the Trust Catering Manager.
- Report, and where possible, take appropriate action about customer or Client complaints or compliments.
- Report and, where possible, take appropriate action for any incidents of accident, theft, fire, loss, damage unfit food or other irregularities.
- Attend meetings and training courses as may be necessary from time to time.
- Relieve in other service areas within the establishment during periods of holidays, sickness etc.
- Manage the maintenance of equipment and arrange breakdown repairs.
- Arrange the recruitment of new employees to the team.
- Deal with minor disputes within the team.

General

- Work in a professional manner and with integrity and maintain confidentiality of records and information.
- Maintain up to date knowledge in line with national changes and legislation as appropriate to the role.
- Be aware of and comply with all Trust policies including in particular IT, Health and Safety and Safeguarding.
- Participate in the Trust Professional Performance Review process and undertake professional development as required.
- Adhere to all internal and external deadlines.
- Contribute to the overall aims and ethos of the Spencer Academies Trust and establish constructive relationships with nominated Academies and other agencies as appropriate to the role.

These above-mentioned duties are neither exclusive nor exhaustive, the post-holder may be required to carry out other duties as required by the Trust.

The Spencer Academies Trust is committed to safeguarding and promoting the welfare of all our students and expects all employees and volunteers to share this commitment. All posts are subject to enhanced DBS checks and completion of Level 2 safeguarding training.

Name

Signature

Date

Person Specification

	Essential	Desirable
Qualifications and experience		
Good standard of education especially with regard to literacy and numeracy skills GCSE Maths and English grade C or equivalent Experience of working in a busy office NVQ Level 3 or 4 in Administration or similar IT qualification Previous experience in an educational environment Management of staff Experience of managing several sites Experience in education catering Experience in large scale buffets preferable Knowledge of cashless catering advantage		
Knowledge and skills		
Ability to work calmly under pressure Ability to communicate clearly orally and in writing Ability to work collaboratively with others Ability to work within school based systems and specified timelines Working knowledge of a range of administration procedures Ability to proficiently use office computer software including word processing, spreadsheets, databases and internet systems Arbor management information system Academy procedures		
Personal qualities		
Excellent interpersonal skills with the ability to maintain strict confidentiality A diplomatic and patient approach Initiative and ability to prioritise own work and that of others to meet deadlines Efficient and meticulous in organisation Able to follow direction and work in collaboration with the leadership team Able to work flexibly, adopt a hands on approach and respond to unplanned situations Ability to evaluate own development needs and those of others and to address them Commitment to the highest standards of child protection and safeguarding Recognition of the importance of personal responsibility for health and safety Commitment to the Trust's ethos, aims and whole community.		