

Job Description

Post Title: Trust Regional Catering Manager

Location: Spencer Academies Trust

Salary/Pay Range: NJC17 – NJC21 (5-point range)

Hours of work: Full Time, 30 hours per week – Term Time Only + Two Weeks

Reporting to: Trust Catering Operations Manager

Purpose of Role

To work in the Catering and food service areas under the control of The Spencer Academies Trust, which spans the Nottinghamshire and Derbyshire areas, showing a welcoming, efficient and professional manner towards customers; employees and students.

To oversee all Trust Academies when necessary, the conference centre and buffet requirements over all sites. 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 providing effective line management of the Trust 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.

Main Duties and Responsibilities

The post holder will be required to work at the different catering locations across the Academy and may, in agreement with the Trust Catering Manager, work at the different locations across the Trust.

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. Specific responsibilities include:

Catering Services:

- To prepare and present all food at the required times to the Trust standard and satisfaction.
- Assistance in the service of meals where necessary.
- To always maintain a high standard of hygiene and cleanliness in the food preparation and service areas paying attention to the Health and Safety regulations.
- To actively contribute to development initiatives to improve the effectiveness of the catering operation.
- To supervise and assist in food stocktaking and to ensure the security of stores during all working hours.
- To oversee vending operations.
- To keep all work areas and surfaces as clean and tidy as is practicable at all times, especially at the end of the day/shift.
- To assist in identifying training needs of staff, delivery of training and the supervision of standards.
- To ensure the security of all the Establishment's provisions, equipment and utensils at all times.
- To carry out any reasonable request by the Management team.
- To assist with the input of data to the computer.

- To deliver food & goods to any building on site.
- Responsibility for close of day procedures for cashless catering system if on site at cashless schools.
- Dealing with parental enquiries regarding cashless catering
- Assisting with menu ideas.
- Control & manage budgets.
- 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.
- Implementation of cashless systems

Irregular Duties

- To prepare food and beverages for special functions and assist with other related Activities, which may sometimes be outside normal working hours.
- To work at other academies with the Trust in agreement with the Trust Catering Manager
- To report, and where possible, take appropriate action about customer or Client complaints or compliments.
- To report and, where possible, take appropriate action for any incidents of accident, theft, fire, loss, damage unfit food or other irregularities
- To attend meetings and training courses as may be necessary from time to time
- To relieve in other service areas within the Trust during periods of holidays, sickness etc.
- To manage the maintenance of equipment and arrange breakdown repairs across the Trust.
- Dealing with minor disputes within the teams.

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 Academy policies including in particular Health and Safety and Safeguarding.
- Participate in the Academy Appraisal 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.

Additional Information

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.

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 kitchen environment | ✓ | |
| Previous experience in an educational environment | | ✓ |
| Management of staff | ✓ | |
| Intermediate Level 3 Food and Hygiene qualification. | | ✓ |
| Knowledge of current food legislation in regard to food hygiene and health and safety in the workplace. | | ✓ |
| Able to prepare, cook and present food to meet quality, cost and food and health and safety standards. | ✓ | |
| Experience of compiling menus, ordering commodities, food costings and general administration duties. | | ✓ |
| Able to plan and organise own workload and that of a team. | ✓ | |
| Knowledge of financial and bookwork systems keeping clear and accurate auditable records | | ✓ |
| Knowledge and Skills | | |
| Ability to work calmly under pressure | ✓ | |
| Ability to communicate clearly | ✓ | |
| 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 | | ✓ |
| SIMS management information system | | ✓ |
| Academy procedures | | ✓ |
| Able to use a catering IT package. | | ✓ |
| Able to construct menus and recipes. | | ✓ |
| Able to follow Codes of Practice. (Please refer to the Health & Safety and Hygiene Practices). | | ✓ |
| Able to breakdown quantities and recipes. | | ✓ |
| Able to complete administrative documents / forms. | | ✓ |
| Able to manage the canteen within budget restraints | | ✓ |
| Motivation | ✓ | |
| Able to deliver a high standard of customer service to members of the team, school staff, pupils and parents. | ✓ | |
| Committed to growth and development of the service, supporting special events and themes and the ethos of the trust. | | ✓ |
| Able to use general catering equipment safely and correctly. | | ✓ |
| 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 organisation | | ✓ |
| Able to follow direction and work in collaboration with the Trust Catering Manager | ✓ | |
| 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. | | ✓ |

