

DULWICH COLLEGE
FOUNDED 1619

Deputy Head of Catering

Information for Applicants

Welcome

Dear Potential Applicant

Thank you for applying to work at Dulwich College. I hope that you will find the prospectuses and web pages useful and feel that they provide a better understanding of our aims, values and ethos. I also hope this booklet makes you feel you might thrive here, would like to join us and make a great professional contribution.

At heart, the College's focus ensures the wellbeing, experience and achievements of our pupils. We want them to be happy, to flourish and to get the very best from their time here. These aims also allow us to have a positive relationship with our families, and uphold our reputation and strategic ambitions.

We have a large, diverse, dedicated and talented team of colleagues. It is a huge collective effort to achieve our annual and long-term goals, and we could not do this without everyone working together in a diligent and good humoured manner.

As well as rewarding and fun, being part of the College is demanding at times and we have high expectations of all our colleagues. There are, however, many advantages and opportunities, which are better explained in this booklet. Put simply, we wish to get the best from everyone and we will seek to invest in you and develop you during your time with us.

We recognise that many of our colleagues are professionally ambitious. We will certainly help you in your aims, through mentoring, professional development courses and career opportunities.

We are fortunate to have a large College community, with several career pathways and experiences available. We hope that you will enjoy working here, really understand the value and the commitment shown by everyone and wish to play your part in the exciting life of Dulwich.

Mr Robert Milne
Master





The College

Dulwich College is an academically selective independent school for boys in south east London, known for its inspired teaching, genuine scholarship and broad co-curricular life.

Our dedicated and increasingly diverse staff of approximately 250 teachers and 350 operational colleagues, support a pupil body of approximately 1,850 across the Senior and Junior Schools and DUCKS, our co-educational nursery and infant school.

Set within 70 acres of beautiful grounds, yet only 12 minutes by train from central London, the College offers an exceptional working environment — spacious, well-resourced and rich in heritage. The campus blends iconic listed buildings with award-winning new architecture, creating a dynamic and inspiring setting that values curiosity, creativity and collaboration among both pupils and staff.



Vision Values & EDI

Our Vision

to be an outstanding school that inspires every pupil to work, study and serve with purpose, developing the potential to make a positive difference in the world.

Our Values

purpose, kindness and joy – underpin a culture of curiosity, creativity, compassion and integrity. We promote collaboration, resilience and appreciation of the benefits of living and learning within a diverse, inclusive community.

Equity, Diversity and Inclusion

We celebrate the diversity of our pupils, staff, alumni and parents, recognising that varied backgrounds and experiences create a vibrant and forward-looking community. Dulwich College stands firmly against discrimination in all forms and is committed to advancing inclusion, social responsibility and the core British values of democracy, liberty, respect, tolerance and the rule of law.

Deputy Head of Catering

We are currently recruiting for the role of Deputy Head of Catering to join our busy kitchen which serves lunch to over 1500 boys and staff per day as well as operating a café, hospitality catering and a separate site for the Kindergarten and infant school (DUCKS). We are seeking an experienced hospitality professional to strengthen the Catering Department leadership team and act as Front of House operational lead for Catering at Dulwich College.

This is an all-year-round role working on a rota basis which includes evenings, weekends and some bank holidays.

Role Purpose

- To act as Front of House operational lead for Catering at Dulwich College.
- To plan and deliver projects to enhance and improve the way Catering is delivered at the College.
- To implement a culture of excellence within the Catering team.
- To deputise for and support the Head of Catering in ensuring the Catering Department is run to the highest professional standard, delivering a food and beverage service that meets customer expectation, food and hygiene standards and financial targets.

Role Overview

- Contract type - Permanent, full time
- Hours - 37.5 hours per week
- Reports to - Head of Catering

Applications close on Tuesday 16th June 2026.



Key Responsibilities

Overall Objectives

- Develop a recruitment and retention strategy for Catering staff to become an employer of choice in both the local area and Independent School Catering market.
- Manage the Catering department and its outlets during working hours at the College, overseeing service set up and delivery.
- Successfully manage the operational delivery of the highest possible standards of food and service to pupils, staff and customers at all services at all times.
- Continuously support the development of the catering service at school through the creation and introduction of innovation and interest; being mindful that all new innovation must be to the benefit of the health and well-being of the pupils and the promotion of a healthy well-balanced lifestyle.

Operational

- Establish systems and procedures in all operational areas under your control to monitor, maintain and improve upon the standards of the product and service.
- Update and implement improvements to HACCP, Risk Assessment and other Health & Safety procedures, with a specific focus on food safety and allergen awareness.
- Interact with customers at every service period, including events, ensuring that the service is running smoothly and that customers are happy with the service they are receiving.
- Operate a pre-service checklist that ensures all areas, whether within the main dining hall and College outlets or at a function, are fully sourced and ready for the service to commence.
- Promote and manage exceptional standards of customer service, ensuring that all services, whether pupil dining or hospitality, operate in a friendly, smooth and efficient manner at all times.
- Ensure that all members of the catering team are aware of their duties throughout the day, especially during service periods.
- Ensure that all areas are spotlessly clean at all times and that appropriate cleaning schedules are in place, completed and archived.
- Manage and complete all legislative requirements including COSHH, health, safety, fire, food and hygiene legislation.
- Liaise regularly with the Head Chef to ensure excellence in service provision.
- Ensure that stock and staffing are maintained in accordance with the needs of the department.
- Ensure correct monitoring and recording of all Catering Department activities.
- Ensure correct order and delivery procedures are adhered to at all times.
- Oversee College events, and support functions organised by the Events Department as required



Role details



Communication

- Communicate plans, strategies and updates with the catering team as appropriate.
- Ensure timely response to communications via email or in person.
- Hold or attend pre-service briefings at every service period, including events.
- Attend meetings in the absence of Head of Catering.

Financial Management

- Ensure the catering department operates at maximum efficiency within budgetary targets to deliver the required level of service at all times set by the Head of Catering.
- Ensure financial best practice is in place, e.g. recipe costings and price benchmarking
- In conjunction with the Head of Catering, carry out the payroll function of the department and ensure accurate and timely information is sent to the Payroll Manager.
- Ensure correct billing of College and Event Department functions as directed by the Head of Catering.
- Ensure monthly stock-taking is carried out in all areas.
- Ensure correct cash handling procedures are followed at all times.
- Ensure stocks are maintained and regularly audited, and report any irregularities to the Head of Catering.

People Management

- Lead on the recruitment of permanent, casual and agency staff when required, developing strategies for recruitment and retention of staff.
- Hold interviews for the catering team, carrying out induction training, setting early objectives and acting as a guardian/mentor as appropriate for all new team members.
- Be proficient in the use of time and attendance software and comfortable in implementing new packages if required.
- Ensure appropriate staffing for service on a daily basis.
- Conduct annual appraisals for the catering team, identifying areas for improvement, setting new targets and formulating Training Plans to improve skills.
- Follow the department succession plan to develop the catering team and encourage promotion from within.
- Assist in producing individual and group training plans and conduct internal training accordingly.



Additional duties

- Ensure the college disciplinary policy is implemented as appropriate.
- Attend appropriate training courses as necessary and agreed with the Head of Catering.
- Remain available for evening and weekend work as required.
- Report any problems with fixtures, fittings and equipment as appropriate.
- Carry out additional tasks as instructed by Head of Catering.





Person specification

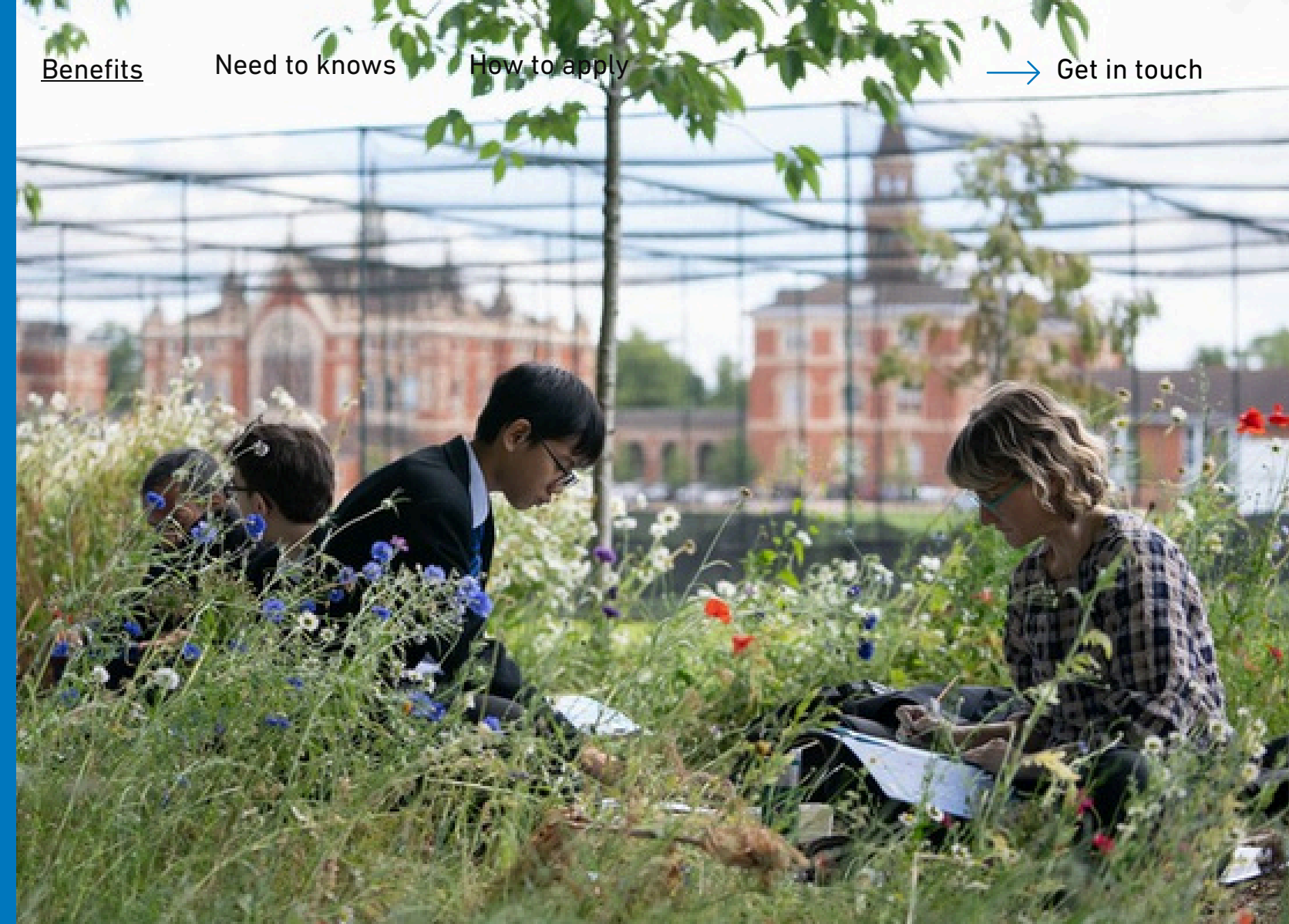
	Essential	Desirable	Assessment
Prior experience working in a managerial role within high volume catering or event environment.	Y		Application form Interview
Proven catering and hospitality experience based in a venue, B&I or education sector setting.	Y		Application form Interview
Food Safety Level 2 or above	Y		Application form
Full clean driving licence	Y		Application form
Working knowledge of Microsoft packages including Word, Excel and Outlook	Y		Application form Interview
Excellent interpersonal and relationship building skills	Y		Application form Interview
Excellent written and oral communication skills, with the ability to communicate effectively at all levels.	Y		Application form Interview
Excellent customer service skills, with a commitment to delivering a high-quality customer experience.	Y		Application form Interview
Excellent organisational skills, with proven experience in managing, motivating, and supervising teams.	Y		Application form Interview
Ability to manage tasks effectively and see them through to successful completion.	Y		Application form Interview
Effective time management skills and the ability to work efficiently under pressure.	Y		Application form Interview
Ability to prioritise competing demands, manage a varied workload, and meet deadlines in a fast-paced environment.	Y		Application form Interview
Ability to work independently and make sound decisions when required.	Y		Application form Interview
Strong attention to detail and commitment to maintaining high operational standards.	Y		Application form Interview



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	Essential	Desirable	Assessment
Demonstrates high levels of integrity, professionalism, and reliability.	Y		Application form Interview
Maintains a calm, patient, and positive approach when working under pressure or dealing with challenging situations.	Y		Application form Interview
Adopts a flexible and adaptable approach to work, embracing change and actively contributing to team and organisational activities.	Y		Application form Interview
Works collaboratively and positively as part of a team, contributing to a supportive working environment.	Y		Application form Interview
Takes initiative and demonstrates a proactive, self-motivated approach to work, with a commitment to personal development and continuous learning.	Y		Application form Interview
Educated to NVQ level 4 or above (or equivalent)		Y	Application form
Advanced CIEH Food Hygiene certificate		Y	Application form
NVQ Trainer's Award		Y	Application form
First Aid Qualification		Y	Application form
Manual Handling Training Qualification		Y	Application form
Basic COSHH award		Y	Application form
Demonstrates an understanding of safeguarding responsibilities and their role in promoting the welfare of children, young people, and vulnerable adults.	Y		Interview
Ability to establish and maintain appropriate professional relationships and boundaries with children and young people.	Y		Interview
Committed to safeguarding, equality, diversity, and inclusion, and upholding organisational policies and procedures in these areas.	Y		Interview

College Community and benefits



Make your money go further

- Contribution pension scheme.
- Lunches – Free lunch in the cafeteria or to take-away.
- Fee remission – Discounts on fees at Dulwich College, Alleyn's Dulwich, JAGs Dulwich and DUCKS (admissions rules apply).
- High-street savings – Access to discounts on restaurants, food deliveries and shopping.

Help with your commute

- Bike to Work - Tax-efficient bike purchase.
- Onsite parking - Free parking on Campus.

Support for your wellbeing

- SimplyHealth plan - Cash back on routine medical expenses
- 24/7 GP access – Online consultations, advice and referrals.
- EAP – 24/7 emotional, financial and relationship support.
- Sports club – Free family membership for you, your partner and children under 18 (terms and conditions apply).
- Eye tests & flu jabs – Free tests and seasonal vaccinations.

Protection when you need it

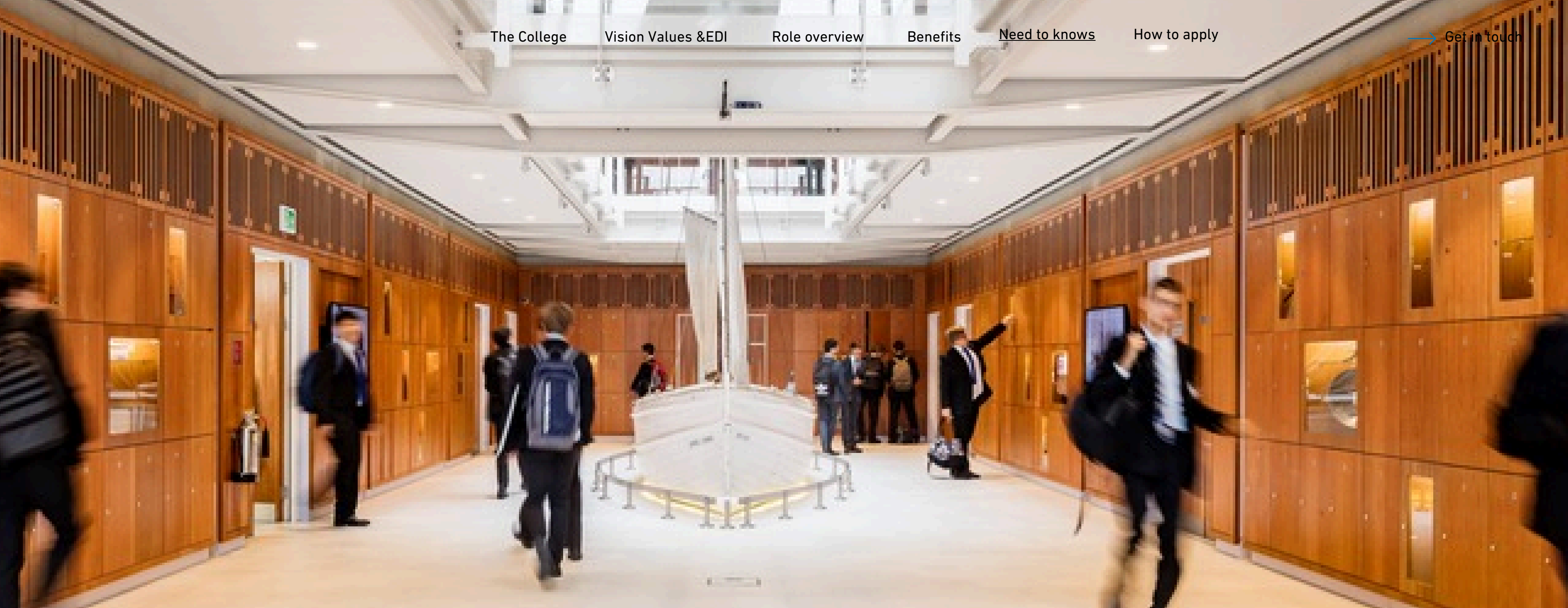
- Life insurance – Included with all pension schemes.
- Accident insurance – Cover for permanent disability or dental injury.

Support for life outside work

- Family leave – Enhanced leave for new arrivals
- New baby perk – Cash contribution from SimplyHealth.
- IVF leave – Up to 5 days for essential appointments.

Boost your social life

- Events & clubs – From Burns Night to book clubs and quizzes.
- Dulwich Picture Gallery – Free entry with staff pass.
- Dulwich Golf Club – Discounted 'Member's guest' rate.
- Private functions – Reduced rates for venue hire (subject to availability).



Important information

Safeguarding

All staff are responsible for safeguarding and promoting the welfare of children, completing the required training, and adhering to College safeguarding policies.

Health and Safety

Staff must also take reasonable care of their own health and safety and that of others, follow safety procedures, use equipment responsibly, and co-operate with managers on all health and safety matters.

Safer Recruitment

You will find our application form detailed — this ensures we meet the rigorous standards required when employing people to work with or around children and young people.

Vetting

All appointments are subject to pre-appointment vetting, as required by law, which will include satisfactory criminal record checks.

Get in touch

Queries should be sent to joinourteam@dulwich.org.uk



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