

JOB DESCRIPTION

Job Title Catering Manager

Accountable to General Manager

Location Belong

KEY OBJECTIVES

- Plan, organise and manage all aspects of the catering service within the village.
- Ensure that catering services meet national and organisational standards and uphold the core values of Belong.
- Provide leadership, line management and coaching to the catering team.
- Deliver and monitor identified learning & development targets.
- Maximise revenue through the Bistro by maintaining a high interest profile using promotional events, developing menus and concepts.

Service Delivery

- Provide skilled food preparation, using a sound knowledge of a wide range of dishes, different cooking methods, their effects on food and catering for large numbers.
- Provide meals which take into account individual dietary needs and preferences.
- Undertake menu planning with particular regard to food type, texture, colour, nutritional value and presentation in partnership with residents and appropriate others.
- Undertake cooking duties, according to the work schedules as part of the catering team.
- Control of hygiene within the kitchen ensuring that the kitchen area conforms with Environmental Health and Health & Safety regulations and in accordance with Belong policies and procedures.
- Report all maintenance defects.
- Respond to and resolve customer complaints.
- Support customers with responses to requests.
- Report observations and changes to customers well being to the appropriate household staff.
- Review the profitability and popularity of dishes on the menu and make changes and improvements where applicable.
- Participate in the drafting of concept ideas and menus for all special events and functions while encouraging all staff to put forward their ideas and utilising them wherever practical.

Team Participation

- Develop good working relationships with staff in the village and outside agencies.
- Undertake any other reasonable tasks as directed by line manager.

Management & Supervision

- Supervise catering staff including allocation of duties, approve weekly work rotas.
- Provide supervision and organisation to food service
- Plan the kitchen operation to ensure that standards are maintained at all times.
- Make regular inspection trips through food preparation areas such as the bistro and household kitchens.

Administration

- Order supplies and stay within prescribed budgetary guidelines. Check and pass invoices for payment.
- Maintain stock control system ensuring that stocktaking is done in accordance with CLS policies and procedures.

Learning & Development

- Plan & deliver appropriate induction to staff.
- Undertake learning and development activities that have a legal or organisational requirement.
- Act as an NVQ Assessor providing coaching and assessment for catering related NVQ awards

PERSON SPECIFICATION

JOB TITLE: Catering Manager

| FACTORS | ESSENTIAL | DESIRABLE |
|-----------------------------------|---|--|
| Skills and Abilities | <ul style="list-style-type: none"> • Numeric skills to be able to control stocks. • Literacy skills to be able to follow procedures. • Basic computer skills to be able to process kitchen orders. • Ability to operate commercial catering equipment. • The ability to influence others to follow a particular action or adhere to a specific policy/procedure. • Commercial skills to be able generate income through catering services. • Excellent communication and customer care skills. | |
| Previous Experience | <ul style="list-style-type: none"> • Catering for large numbers e.g. more than 50. • At least 2 years experience of supervising staff in a similar environment. • Budgetary control and expenditure. | <ul style="list-style-type: none"> • Providing training in aspects of catering and food preparation. |
| Qualifications / Knowledge | <ul style="list-style-type: none"> • Basic Food Hygiene Certificate. • NVQ 3 (or equivalent) in Food Preparation and Cooking. | <ul style="list-style-type: none"> • A1 award. • Intermediate Food Hygiene Certificate • A good understanding of the needs of older people. |
| Personal Qualities | <ul style="list-style-type: none"> • Appearance must demonstrate a high degree of personal hygiene. • A flexible, collaborative, participative team working style. | |
| Special Requirements | <ul style="list-style-type: none"> • Willing to travel to other business sites. | <ul style="list-style-type: none"> • Access to transport. |