

JOB DESCRIPTION:

Title: Catering Manager

The Catering Manager will be responsible for managing, controlling and monitoring the catering functions of Spring Grove School to provide an outstanding service. The Catering Manager reports directly to the Bursar. The school places particular importance on quality and innovation.

The post holder will be particularly responsible and have a specific focus on all catering, including back of house (BoH) and front of house (FoH) areas across the school site.

The Catering Manager is expected to be flexible and multi-skilled and able to take on any portfolio or area of responsibility. The management challenges and demands in a school mean that specific responsibilities have to change from time to time, and this role is one in which adaptability and creativity are paramount. This list should not be seen as exhaustive.

OVERALL OBJECTIVES:

- To successfully manage, produce and deliver, to the highest possible standard of dining, the agreed food and beverage offerings to the whole school community.
- To be fully involved and supportive of the school's commercial development plans ensuring the wider team supports such initiatives.
- To ensure the school's regulatory and ISI compliance at all times.
- To continuously drive and develop regular innovations to improve the catering service. This must include appropriate considerations (for example: Nutrition, Special Dietary Needs etc) and to be reflective of current industry trends.
- Manage and further develop alongside the Head of Marketing & Admissions all aspects of hospitality and catering with regard to possible commercial developments.
- Establish a firm control over the department's finances. Formulate, present and agree budgets, with the Bursar, for all expenditure and staffing.
- Effectively manage food production processes by setting targets and ensuring documented evidence of changes are achieved.
- Organise the team into a structured, motivated and efficient workforce.
- Create a long-term team development plan for the department and all its functions.
- Ensure the department achieves best practice for all legislation requirements.
- Ensure capital investment and maintenance to support the ongoing operation and targets.
- Build and sustain a strong, integral relationship between the department and the rest of the school.
- Benchmark all services against schools and organisation identified as having excellent provision.

CATERING MANAGER

Team Management:

The Catering Team will be made up as follows...

- Catering Manager reporting to the Bursar - overall strategic leadership of all catering services and management of the kitchen team.
- Currently, the catering team is three catering assistants who will report directly to the Catering Manager.

With regard to general team management...

- Complete all management tasks relating to the recruitment, retention, operational management, appraisal, review and development of the catering team (in liaison with HR).
- Take responsibility for the welfare, development, induction and motivation of the catering team.
- Ensure that all stock is appropriately managed and recorded.
- Ensure that all catering team members, permanent and casual, have appropriate legislative and skills training, ensuring 'best practice' (in liaison with HR).
- Plan and lead the department, giving service briefings and record as required.

Food and Beverages:

- Strategically develop the food and beverage offering for both the school and any possible commercial development programme.
- Oversee, review and monitor all food and beverage production and delivery, ensuring the highest standards are maintained at all times (Breakfast, Snacks, Lunch, Meetings, Post Match Teas etc).
- Plan and produce menus.
- Ensure the food offered is healthy, nutritional and balanced and meets national healthy eating guidelines and national nutritional standards.
- Ensure all allergen and dietary requirements are monitored and adhered to.
- Gather feedback on the food on a regular basis and action recommendations.
- Work towards and achieve an industry recognised food quality and sustainability accreditation.
- Operate all food and beverage services to the highest possible standards.
- Ensure the highest standards of culinary presentation and chef craft creativity.
- Ensure surprise, originality and variety with regard to the food offering by keeping up to date with current trends and by constantly reviewing and refreshing menus and options.
- Be responsible to the Bursar with regard to all alcohol purchasing, storage and provision.

Front of House Service:

- Ensure the highest standards of dining room and venue presentation at all times, creating and enhancing the dining experience for all.
- Ensure the servery operates at an efficient rate resulting in a swift turnaround for breakfast and lunch etc, including to assist in the serving of meals in line with agreed procedures.

- Ensure the highest standards of customer service at all times throughout all operations.
- Work alongside the Head of Marketing & Admission, Assistant Bursar and commercial clients to enhance dining areas for specific events and functions.
- Ensure the provision of and use of the appropriate table dressing, crockery and venue decorations.
- Ensure the presentation of all aspects of the catering function is always of a high standard.
- Professional communication, interaction and liaison with parents, pupils, suppliers and clients etc; including dealing with queries and complaints.
- To support school policies by reinforcing acceptable behaviour of pupils whilst in the dining hall.
- Oversee the management of catering and hospitality facilities/events; for example checking event booking and the allocation of resources and staff.

School Events and Activities:

- Provide catering for events, external and internal, including match teas, parents' evenings, prize-giving, open mornings, lectures, hospitality, governor and alumni events.
- Proactively liaise with those responsible to ensure the smooth running of events.
- Actively contribute as required prior to and during School events, functions and activities, including organisation of room set up, catering and cleaning arrangements, and locking up.

Commercial Development:

- Work alongside the Head of Marketing & Admissions to develop a quality commercial hospitality.
- Fully support the growth of commercial business, ensuring the wider catering department supports such initiatives.
- Lead all catering elements of commercial development.
- Maximise the efficiency of all costs related to the commercial development business.

Finance Management:

- Manage the catering department to operate within financial targets and budgets as agreed by the Bursar.
- Complete department financial and administrative documentation as requested by the Bursar.
- Ensure that all stock is appropriately managed, monitoring spending and stock levels;
- Negotiate contracts and costings with suppliers and customers, to ensure 'best price' for the school.
- Carry out department procurement in the most cost-effective manner without a detrimental change to quality.
- Ensure financial targets for all budget lines are achieved.

Health & Safety, Hygiene, COSHH, Allergen Compliance:

- To be responsible for all health and safety matters within the catering department including the production of detailed risk assessments.

- To be responsible for a clean, secure and hazard free kitchen/catering areas and manage required cleaning rotas for those areas.
- To adhere to all industry legislation.
- To ensure allergen compliance at all times.
- To ensure COSHH and food handlers compliance, training and certifications.
- To plan and manage minor capital projects to enhance venues and catering equipment.
- To arrange and oversee, and assist upon occasion, the necessary servicing, cleaning and maintenance of all catering equipment and catering areas, including ventilation systems ensuring reliability, safety and compliance.

Additional Duties:

- Create and present reports, business strategies, project plans and any other information as required by the Bursar, Head, SMT or Governors. The Bursar will require monthly and annual reports outlining departmental performance and financial position.
- To attend external and internal meetings or training courses as required.
- To support the school with food related curricular activities
- To action any reasonable request made by the Bursar, Head or member of SMT.

ALL STAFF AT SPRING GROVE SCHOOL

All staff at Spring Grove School are required as part of their salaried employment to:

- Promote the best interests of the School through the excellence of their own work and courtesy shown to visiting members of the public, prospective and present parents, and other professionals.
- Work co-operatively with other colleagues and members of the SMT.
- Act professionally in all situations.
- Attend and contribute constructively to meetings, as required to do so.
- Arrive at school at a time to ensure they are prepared to organise or assist as needed.
- Attend school functions and concerts, as required to do so.
- Help review policies and to participate in working parties, as required to do so.
- Take responsibility for the development of their own careers, through training and the acceptance of additional responsibilities.
- Be conversant with the School's Safeguarding Policy and treat pupils with kindness and respect.
- Be aware of the School's Health & Safety Policy, to abide by it, and to make a positive personal contribution to its further development.
- To maintain confidentiality at all times in respect of school-related matters and to prevent disclosure of confidential and sensitive information.

Additional information:

This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out. In allocating time to the performance of duties and responsibilities, the post holder will be able to work within the school's normal working day but it is

expected that, in a busy independent preparatory school, certain duties may reasonably require extra attention out of school hours.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once every year (as part of the appraisal process) and it may be subject to modification or amendment at any time after consultation with the holder of the post.