



Job Description and Person Specification

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Job Title:	Catering and Hospitality Manager
Summary of the role:	<p>Manage and develop all areas of the catering provision to ensure a first-class service is delivered within budget and in line with operational and strategic aims as follows:</p> <p><u>Operational</u></p> <ul style="list-style-type: none"> • To manage, maintain and develop a high-quality catering operation within budgetary and resource constraints. • To act as the key relationship link for the catering and hospitality provision with all staff. <p><u>Hospitality</u></p> <ul style="list-style-type: none"> • To deliver a high-quality hospitality service, supporting the School’s increasing calendar of events, in line with budgetary and resource constraints. • To coordinate closely with the marketing team regarding their recruitment events throughout the academic year. <p><u>Commercial</u></p> <ul style="list-style-type: none"> • To provide a high-quality catering service for the School’s commercial activities which are delivered predominantly during non-term time. • To work closely with the Operations Manager to increase the Department’s exposure to the School’s expanding external lets and functions provision.
Line management responsibility for:	Deputy Catering and Hospitality Manager, Weekend Supervisor, Coffee Shop Assistant, Chefs, Kitchen Assistants, Kitchen Porters and casual staff. School Cleaners when the Domestic Services Manager is on holiday.



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<p>Main duties and responsibilities:</p>	<p><u>Menu Planning & Meal Provision</u></p> <ul style="list-style-type: none">• To be a 'hands on' Catering and Hospitality Manager, providing all aspects of the catering provision to the School's stakeholders.• To ensure compliance with dietary, allergenic and religious requirements for a diverse population of 700 students and staff, of which 180 are boarders.• To create and maintain menus and meals with a bias towards healthy eating, using fresh ingredients.• To create and communicate standard recipes for all chefs to use, providing method statements and purchase order plans where necessary.• To promote a high standard of food using modern food technology methods.• To provide guidance to staff on service, portion control and waste management. <p><u>Resource Management</u></p> <ul style="list-style-type: none">• To monitor all kitchen equipment ensuring appropriate usage and maintenance, reporting and following up on any defects or requests for new purchases.• To provide guidance on the correct storage and rotation of stock.• To monitor the supply, usage and correct distribution of chemicals, PPE and consumables within the catering environment.
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	<p><u>Retail</u></p> <ul style="list-style-type: none">• To deliver an efficient and profitable food and beverage (coffee shop) operation, supplying students and staff with quality retail lines at competitive prices.• To support the retail coffee shop operation ensuring compliance with all legislation.• To reinvent the space in line with current student trends and thinking. <p><u>Financial Management</u></p> <ul style="list-style-type: none">• To ensure all services are delivered within budget.• To monitor financial performance through cost centre reports and other mechanisms agreed with the Head of Estates and Facilities.• To implement cost saving measures where necessary and mitigate any overspends with adequate action plans rectifying the overspend in the following reporting period.• To work closely with our existing and new suppliers to ensure quality of service and best price, benchmarking suppliers, where appropriate. <p><u>Information Technology (IT)</u></p> <ul style="list-style-type: none">• To use Microsoft applications ie Outlook, Word, Excel, Publisher and PowerPoint (limited) proficiently, routinely and without instruction. <p><u>Health and Safety</u></p> <ul style="list-style-type: none">• To monitor, maintain and review the Department's Food Safety Management Plan and Fire and Health and Safety procedures.• To ensure documentation and practices are updated in line with current legislation and School policy, this includes
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	<p>risk assessments, COSHH and method statements.</p> <ul style="list-style-type: none">• To ensure all catering records are updated, maintained and available for inspection during any planned or impromptu inspections.• To provide and maintain staff training records ensuring levels of responsibility reflect the training needs for the Department. <p><u>Other Responsibilities</u></p> <ul style="list-style-type: none">• To proactively seek continual improvement in all aspects of the catering and hospitality operations.• To work in harmony with other staff within the catering operation and other departments within the School to ensure optimum conditions are provided for the delivery of catering and hospitality services.• To carry out any other duties commensurate with this position and as directed by the Head of Estates and Facilities or Senior Leadership Team.• Attend key management meetings• To step into any role within the catering operation to provide continuity of service.• Undertake other such comparable duties as the Senior Leadership Team or your line manager require from time to time. For the avoidance of doubt, the duties and responsibilities contained within this job description may change from time to time according to the requirements of the role and it is not intended to have contractual effect.
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<p>Line management duties and responsibilities</p>	<ul style="list-style-type: none">• To lead and inspire our progressive and evolving team of chefs and assistants whilst implementing continuous improvements through innovation, change and current trends.• To conduct period appraisals in line with the School's appraisal policy and strategic plan, establishing objectives, targets and goals and highlighting areas for improvement.• To monitor and manage staff related issues such as grievance, sickness absence, disciplinary and performance in line with School policy and HR compliance.• To maintain levels of service through recruitment, selection, induction and retention of staff ensuring the safe recruitment process is followed in line with the School's Recruitment Policy.
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The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.			
	Essential	Desirable	Method of assessment
	These are qualities without which the Applicant could not be appointed	These are extra qualities which can be used to choose between applicants who meet all of the essential criteria	
Qualifications	<p><i>The professional, technical or academic qualifications that the Applicant must have to undertake the role or the training that they must have received:</i></p> <ul style="list-style-type: none"> • A good general standard of education with a high level of numeracy and literacy. • NVQ level 4 or equivalent in Hotel and Catering, Hospitality Management. • Recognised level 3 and above management qualification. • Recognised level 3 and above food safety qualification. • City & Guild 706 1 & 2 or NVQ equivalent in catering skills. 	<p><i>The professional, technical or academic qualifications that the Applicant would ideally have to undertake the role or the training that they should ideally have received:</i></p> <ul style="list-style-type: none"> • Higher management qualification • Level 4 food hygiene qualification. • Health & Safety qualification. • Member of the Institute of Hospitality. • Higher culinary skills qualification. • European Computer Driving Licence. • Certificate in First Aid. 	<p>View applicant's certificates.</p> <p>Discussion at interview.</p> <p>Independent verification of qualifications.</p>



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	<ul style="list-style-type: none"> • Must be IT proficient. 		
Experience	<p><i>The categories of work or organisations, types of achievements and activities that would be likely to predict success in the role:</i></p> <ul style="list-style-type: none"> • Track record in high volume catering within a similar establishment. • Managing a catering function and its teams, implementing procedures and managing change. • A strong track record of leading, managing and motivating up to 50 personnel on a continuous basis. • Experience of managing large sums of expenditure in excess of £1m. • Menu compilation and allergen awareness. • Demonstrable experience in providing a customer focussed experience. • Experience of delivering hospitality, including functions of a high calibre. 	<p><i>The categories of work or organisations, types of achievements and activities that would be likely to contribute to success in the role:</i></p> <ul style="list-style-type: none"> • Driving performance. • Retail environment experience. • Working with cost centre reports. • In house catering operations. 	<p>Contents of the application form.</p> <p>Interview.</p> <p>Professional references.</p>



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<p>Skills</p>	<p><i>The skills required by the Applicant to perform effectively in the role:</i></p> <ul style="list-style-type: none"> • Excellent IT, budget planning and menu composition skills. • Proficient in outlook, word, excel and publisher. • Proven ability in improving services through innovation within an educational environment. • Evidence of cost saving measures within a large-scale catering operation. • Excellent communication and interpersonal skills being able to deliver both internal and externally to a range of stakeholders. • Systematic worker. • Highly organised. 	<p><i>The skills that would enable the Applicant to perform effectively in the role:</i></p>	<p>Contents of the application form.</p> <p>Interview.</p> <p>Professional references.</p>
<p>Knowledge</p>	<p><i>The knowledge required by the Applicant to perform effectively in the role:</i></p> <ul style="list-style-type: none"> • Knowledge of the food safety management plan and how to create it. • Knowledge of student feeding and 	<p><i>The knowledge that would enable the Applicant to perform effectively in the role:</i></p> <ul style="list-style-type: none"> • Knowledge of delivering period appraisals. • Knowledge of purchase ordering systems. • Knowledge of food supplier pricing strategies. 	<p>Contents of the application form.</p> <p>Interview.</p>



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	<p>its trends.</p> <ul style="list-style-type: none"> • Knowledge of catering operations. • Understanding and instigating new legislation. 		Professional references.
<p>Personal competencies and qualities</p>	<p><i>The personal qualities that the Applicant requires to perform effectively in the role and to ensure that the Applicant safeguards and promotes the welfare of children and young people:</i></p> <ul style="list-style-type: none"> • Motivation to work with children and young people. • Ability to form and maintain appropriate relationships and personal boundaries with children and young people. • Supportive of the Quaker ethos and principles • A forward thinker. • Ability to remain calm and patient under pressure. • Reliable with excellent timekeeping. • The ability to respond to requests at short notice. 	<p><i>The personal qualities that would assist the Applicant to perform effectively in the role:</i></p> <ul style="list-style-type: none"> • Tolerant and non-confrontational. • A 'Can do' attitude. • Sense of humour. • A pragmatic approach. • The desire to work to a high standard. • The desire to make a lasting, positive impression. <p>Smart and professional.</p>	<p>Contents of the application form.</p> <p>Interview.</p> <p>Professional references.</p>



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