

## **JOB DESCRIPTION**

### **Catering Operations Manager**

<b>Job Title:</b>	<b>Catering Operations Manager</b>
<b>Grade:</b>	<b>Level 9 SCP 35-41</b>
<b>Hours:</b>	<b>37 Hours per week – Term Time plus 2 weeks</b>
<b>Responsible to:</b>	<b>Thorpedene Primary School Headteacher &amp; Chief Operating Officer (Matrix management)</b>
<b>Liaison With:</b>	<b>Headteachers/School Catering Managers/School Chefs</b>

#### **KEY ROLE:**

- The Catering Operations Manager will lead in the provision of an exceptional quality catering service across Trust academies, based at Thorpedene Primary School and with direct responsibility for delivery of provision at the school and its satellite services at Bournes Green Infant and Junior Schools.
- Ensuring the achievement of a healthy menu plan to support the health and wellbeing of students.
- Develop the in house catering function, create catering staffing structures depending on the number on roll in the academy. Create appropriate job descriptions, person specifications and assist in the job evaluation process of catering roles.
- To provide support to all schools and catering teams within the Trust.

#### **MAIN DUTIES AND RESPONSIBILITIES**

##### **Provision of quality food and service**

- Develop an outstanding catering service for the Trust through the delivery of quality food across all Trust academies.
- Organise, manage and administer catering service operations within the Trust across multiple sites.
- Monitor the quality and quantity of meals provided through quality assurance inspections, taking appropriate action where needed.
- Communicate and work closely with the COO, schools, students and staff to seek feedback in order to develop the catering services provided.
- In partnership with the COO, deal with any negative feedback/complaints, aiming to seek resolution.
- Provide guidance and information to catering staff as required to support the provision of medically prescribed diets and other dietary requirements.
- Provide regular reports and KPIs, comparing the performance of the catering function within the Trust.

## **Financial responsibilities**

- Ensure that the catering services in each school are managed within budget.
- Manage budgets and monitor and control staffing and provisions costs.
- Monitor and control other overhead costs (e.g. cleaning materials & disposables)
- Co-ordinate the purchase of light and heavy equipment and maintenance and repair costs within designated kitchens, as agreed with the COO.
- Develop and cost recipes and menus effectively and within budget and to comply with national nutritional standards.
- Devise and implement a Trust-wide catering development plan, which includes a succession planning strategy to ensure continuous delivery of service.

## **Develop a Trust-wide catering network**

- Lead Trust-wide development days relating to catering
- Arrange and, where appropriate provide, training to kitchen staff in all areas of operations, such as courses in:-
  - Health and Safety
  - Manual Handling
  - Food Safety and Hygiene
  - Food Nutrition.

## **Ensure Health, Safety and Hygiene regulations are adhered to**

- Lead on the development, implementation and monitoring of Hygiene, Food Safety and Health and Safety controls, including production of appropriate manuals, risk assessments and documentation, as well as providing training as appropriate within industry good practice and recommendations.
- Monitor accident reporting within kitchens and implement corrective action, where required.
- Work with school catering leads to plan, organise and evaluate promotional events e.g. curriculum links, transition, open evenings, and themed days.
- Working with the estates manager and COO to ensure that kitchen maintenance, faults and repair requirements are reported and carried out effectively.
- Working with the Estates Manager and COO and Headteachers to Identify and prioritise kitchens requiring refurbishment.
- Manage cashless catering systems and liaise with cashless/biometric third party suppliers to ensure compliance with trust policies.

## **Health and Wellbeing**

- Continually source and promote healthier food products, recipes, cooking methods and menus.
- Co-ordinate the marketing of healthier options via effective merchandising, display and training.

## General

- Direct line management for Thorpedene Primary School and satellite catering team.
- Matrix line management, alongside Headteachers, of all Trust catering staff.
- To participate in the performance and development review process, taking personal responsibility for identification of learning, development, and training opportunities in discussion with line manager
- Manage absence and cover requirements across Trust schools.
- Work with the COO and Headteachers to contribute to appraisal targets for key catering staff and identifying training needs in line with policies, statutory requirements and Trust priorities.
- Work with the academy COO, Headteachers and HR to lead on the recruitment and selection of key catering staff.
- To ensure that all administrative duties, checks, documentation, reports, and returns are completed accurately and submitted within required deadlines
- To deal with correspondence promptly and as required
- To ensure that all Trust policies and procedures are followed
- To ensure that all duties and services provided are in accordance with the Trust's Equal Opportunities Policy and practices in respect of both employment issues and the delivery of services to the community
- To ensure that all duties and services provided are in accordance with the Trust's Data Protection Policy and practices, reporting to the DPO any concerns or requests
- To undertake any training commensurate to the post and attend relevant meetings as required by the Trust.

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

The duties above are neither exclusive nor exhaustive and the post holder may be required by their line manager or the Chief Executive Officer to carry out other appropriate duties within the context of the job, skills and grade at any site within the Trust.

**Post Holder's Name:** .....

**Signature:** ..... **Date:** .....

**Line Manager's Name:** .....

**Signature:** ..... **Date:** .....

## Catering Operation Manager Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Level 3 qualification in catering or similar.</li> </ul>	<ul style="list-style-type: none"> <li>First Aid</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Ability to demonstrate experience of working in a similar environment or comparable industry sector.</li> <li>Experience of working in a multi-site environment.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working within a school environment</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Knowledge and understanding of Health &amp; Safety in a catering environment</li> <li>Ability to prioritise work effectively</li> <li>Ability to work flexibly, accurately and at a pace to meet deadlines and respond to unplanned situations</li> <li>Excellent written, analytical, and verbal communication skills.</li> <li>Ability to write concise informative reports to be understood by all stakeholders</li> <li>Ability to respond positively to and actively support Senior Management within the Trust</li> <li>Ability to generate new ideas and try out different approaches</li> <li>Experience in the line management of staff</li> <li>Able to lead, develop and motivate a team of staff, delegating duties as required and promoting the team</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Able to maintain confidentiality in all circumstances</li> <li>Proactive approach to work being responsive, empathetic and supportive to all within the school</li> <li>Able to establish effective relationships with those working in and with the school</li> <li>Ability to build and form good relationships with colleagues and students</li> <li>Understand the importance of physical and emotional wellbeing of staff and pupils</li> <li>Have a sense of humour</li> </ul>	