

## COMMERCIAL CATERING MANAGER

<b>Purpose</b>	<ul style="list-style-type: none"> <li>Responsible for the operational efficiency of the catering service, planning, preparation and presentation of food and beverages to the required standard within the budget limitations as agreed with the school management</li> <li>Plan and manage the development of the Schools Catering Provision for Pupils, Staff and Special Events</li> <li>Maintenance of the highest standards of personnel management, hygiene and health and safety</li> </ul>
<b>Reports to</b>	Business Manager
<b>Responsible for</b>	All school catering staff
<b>Liaison with</b>	Finance Office, Staff , Suppliers
<b>Grade</b>	Scale 8 Point 25-28 Term Time plus INSET plus 1 week school holidays
<b>Duties</b>	<p><b>COMMERCIAL DEVELOPMENT OF OPERATIONS</b></p> <ul style="list-style-type: none"> <li>To constantly review and amend (as necessary) the range and breadth of the food offering and monitor its value for money</li> <li>To ensure the food offering meets customer demand and is optimally presented</li> <li>To actively monitor the range and availability of the food offering throughout service periods</li> <li>Using the product sales from the cashless system, monitor the best and worst sellers and adjust product range and merchandising space accordingly</li> <li>To actively monitor satisfaction with food provided on a regular basis</li> <li>To actively look at ways that the offering and its availability can be improved</li> <li>To continually review the layout of the serving areas for optimal efficiency</li> </ul> <p><b>CATERING</b></p> <ul style="list-style-type: none"> <li>To be responsible for the preparation and presentation of all food to the required school standard</li> <li>To ensure that methods of preparation and presentation comply with all current recognised catering standards including those for schools</li> <li>To order raw materials and supplies, check deliveries and ensure all raw and cooked food is stored correctly</li> <li>To ensure appropriate procedures are carried out by canteen staff</li> <li>To be responsible for the monitoring of menu planning and ordering</li> <li>To ensure the prompt service of all meals, breaks and functions provided, as required by the Headteacher</li> <li>To plan, implement and review a cycle of menus to be revised at regular intervals</li> <li>To be responsible for stock control and rotation of stock.</li> <li>To occasionally organise special functions, which may be outside of normal working hours.</li> </ul> <p><b>FINANCIAL MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>To ensure there is a fully-costed menu</li> <li>To maximise the full potential of the catering operation in terms of turnover, profitability, quality of food and value for money for staff and students</li> <li>To review and monitor all purchasing procedures and the suppliers used to ensure Best Value is achieved</li> <li>Be responsible for the running and maintenance of the cashless catering system and to resolve any queries</li> </ul> <p><b>STAFF MANAGEMENT AND TEAM LEADERSHIP</b></p> <ul style="list-style-type: none"> <li>To hold regular team meetings/briefings with all catering staff</li> <li>To be responsible for the immediate reporting of staff absences to the HR Manager</li> <li>To monitor and ensure the appropriate behaviour of canteen staff, in front of pupils and suppliers as well as between themselves.</li> <li>To recruit and induct all new members of the catering staff</li> <li>To monitor staff performance, providing training and development as necessary</li> <li>To participate in the Performance Management of the catering staff</li> <li>To be involved in the discipline of staff in accordance with the School Procedure, as required</li> </ul> <p><b>HEALTH AND SAFETY</b></p> <ul style="list-style-type: none"> <li>To report all accidents and unfit foods.</li> <li>To ensure that all aspects of health and safety legislation are complied with so far as the catering service is concerned.</li> <li>To ensure that an appropriate cleaning schedule is complied with and carry out cleaning as required.</li> <li>To ensure that all food hygiene standards and records are maintained, that staff are regularly trained in food hygiene and ensure that the canteen receives a 5* food hygiene rating</li> </ul>

**COMMERCIAL CATERING MANAGER PERSON SPECIFICATION**

	Detail	Examples
<b>Qualifications &amp; Experience</b>	Specific qualifications & experience	Relevant qualifications to NVQ Level 3 Ensure the operational efficiency, planning, preparation and presentation of food and beverages to the required standard within the budget limitations as agreed with the school management. Completion of DCSF Induction programme
	Good commercial catering experience	Demonstrate a good track record of leading a catering function and being able to show how the individual has added to the commercial development of these operations
	Knowledge of relevant policies and procedures	Extensive knowledge of personnel management, hygiene and health and safety. Knowledge of First Aid General understanding of the operation of a school Ability to maintain a high standard of personal and general cleanliness and hygiene to comply with statutory and school regulations
	Literacy	Reading and writing skills
	Numeracy	Ability to count and undertake calculations
	Technology	Ability to use kitchen and cleaning equipment, and competent or ready to learn computer systems necessary for role.
<b>Communication</b>	Written	Ability to write menus and reports
	Verbal	Listening Skills Ability to exchange verbal information clearly with children and adults
	Languages	Use initiative to overcome communication barriers with children and adults
	Negotiating	Ability to consult effectively with children and adults
<b>Working with children</b>	Behaviour Management	Understand and implement the school's behaviour management policy
	SEN	Understand and support the differences in children and adults and respond appropriately
	Curriculum	Understanding of the learning experience provided by the school
	Child Development	Basic understanding of the way in which children develop
	Health & Well being	Understand the importance of physical and emotional wellbeing
<b>Working with others</b>	Working with partners	Understand the role of others working in the school
	Relationships	Ability to build open and honest relationships
	Team work	Work effectively as part of a team Ability to work independently Know when and how to seek support Know when and how to hand over control Knowledge of own position within a team environment and the boundaries which apply
	Information	Ability to provide timely and accurate information
<b>Responsibilities</b>	Organisational skills	Excellent organisational skills
	Line Management	Ability to manage and support the work of others
	Time Management	Ability to manage own time effectively
	Creativity	Demonstrate creativity and an ability to resolve problems independently
<b>General</b>	Equalities	Demonstrate a commitment to equality
	Health & Safety	Good understanding of Health & Safety
	Child Protection	Understand and implement child protection procedures
	Confidentiality/Data Protection	Understand procedures and legislation relating to confidentiality
	CPD	Be prepared to develop and learn in the role