

POSITION TITLE:	DIRECTORATE: VA Schools
	DIVISION: William Ellis School
Deputy Catering Manager	SECTION: Catering Team
PAY LEVEL: Scale 4 Spine point 7-10 35 hours per week Term Time Only	
REPORTS TO: Catering Manager	

JOB DESCRIPTION

JOB TITLE	Deputy Catering Manager
RESPONSIBLE TO:	Catering Manager / Director of Operations Manager
RESPONSIBLE FOR:	Supporting the In-House Catering Operation on site
HOURS:	35 hours per week – 8.00am to 4.00pm
DUTIES:	The following duties exhausts a list that will forever change to meet the needs of the school. The focus to drive the catering forward to strive for the very best.

PRINCIPALLY:

To train and teach the team to prepare and serve healthy and appetising meals that help to attract additional customers and increase the overall uptake of school meals and in particular, to capture the free school meal diners. To work with the Catering Manager to manage the provision of catering services within an agreed budget ensuring the schools needs are met.

To support and ensure a prompt and professional response to any reasonable school request.

To respect and ensure staff respect the school's rules, maintaining operational standards at all times.

To ensure staff carry out their contractual duties

OPERATIONALLY:

1. To cook and cater for the school ensuring the catering and food offer is operating to specified standards whilst striving to maintain customer, client and employee satisfaction.
2. Providing a hands-on and a 'lead by example' approach wherever required to train staff, assist colleagues and carry out HR procedural duties upon request. Leading, motivating and developing the team using your skills and school resources.

3. To use the catering ordering / monitoring system to its full capacity. Completing all tasks within its functions and verify all data on a daily basis.
4. Ensure cleaning tasks and duties are confirmed on daily/weekly/termly using the schools reporting and monitoring system.
5. Using verbal and written communication skills to liaise with internal and external stakeholders. Meeting and working with the school council, presenting and demonstrating to parents if requested.
6. To work in collaboration with the Food department, ensuring all related technician duties are carried out. This will include food ordering, maintaining stock, cleaning of ovens, fridges and freezers and other equipment as directed by the Head of Food and Nutrition.
7. To work with the Catering Manager to ensure staffing levels in the school kitchen are adequate to cover the required workload and within budgeted constraints.
8. To assist the Catering Manager in carrying out appraisals for catering staff.
9. To support the Catering Manager and Director of Operations with any changes to the staffing structure to meet the school's needs.
10. To ensure the catering operation is compliant and all legislation is followed.
11. To organise and or provide training according to the training business plan.
12. To provide support and training for all staff to use the catering systems.
13. To understand the operations performances against the set KPI's
14. Where necessary, sit on the school recruitment panel for catering staff.

THE CATERING TEAM

1. To be responsible for motivating the catering assistants; inducting, training, supporting, organising and delegating.
2. To hold weekly team meetings with the purpose of ensuring operational objectives and targets are progressed and met.
3. To ensure that all staff are presentable, professional and representing the image of the school at all times.
4. To ensure all appropriate information is communicated and cascaded to the team.

5. To provide management cover during sickness and holidays.
6. To upskill the catering team to help improve the business and food offer

THE FOOD OFFER:

1. To ensure the offer meets the standards of the government guidelines following the School Food Plan
2. To ensure the food offer and or menus are carefully prepared and appropriate in balance colour, content, style and cost.
3. To help raise the profile of nutritious school food with the students and staff.
4. To oversee all meals are served according to the recipes and budget provided.
5. To oversee all meals are served according to the recipes and allergen information is available to all of the kitchen team.

MARKETING:

1. Arrange and support events in school with a view to promoting the service and raising the catering profile within the school.
2. Meet with the Senior Leadership team on a termly basis and ensure all curriculum-based themes are demonstrated through the food offer and on the recorded business plan.
3. To support the Catering Manager to raise the profile of the food by providing Food tasting sessions for the Student council, Parents Evenings, theme days, etc

FINANCE:

1. Complete stock takes regularly and report back to the Catering Manager and Finance Manager.
2. Provide detailed financial data to the Finance Manager, Director of Operations and the Senior Leadership Team.
3. Review the end of day/weekly recorded sales against the school's Payment system.
4. Record daily numbers/trends throughout the academic year.
5. To spot check finance/control procedures periodically.

Personal Profile Catering Manager

Characteristic	Essential	Evidence	
Physical Attributes	<ul style="list-style-type: none"> ▪ Smart appearance ▪ Business attire ▪ Good first impression ▪ Good health ▪ Positive body language 	<ul style="list-style-type: none"> ▪ Good attendance record ▪ Projects a credible image 	<ul style="list-style-type: none"> ▪ Application form ▪ At interview ▪ References
Mental Attributes	<ul style="list-style-type: none"> ▪ Mentally agile ▪ Mature outlook ▪ Handle high pressure ▪ Versatile ▪ 'Starter' & 'finisher' ▪ Quality focussed ▪ Attention to detail ▪ Results driven ▪ Cope with pressure ▪ Committed 	<ul style="list-style-type: none"> ▪ Structured ▪ Organised 	<ul style="list-style-type: none"> ▪ At interview ▪ References
Education & Qualifications	<ul style="list-style-type: none"> ▪ Numerate ▪ Literate 	<ul style="list-style-type: none"> ▪ Vocational qualifications ▪ RIPHH or equivalent 	<ul style="list-style-type: none"> ▪ Qualifications ▪ Track record ▪ References
Experience, Training & Skills	<ul style="list-style-type: none"> ▪ Listening skills ▪ Communication skills ▪ Commercially aware 	<ul style="list-style-type: none"> ▪ Fully computer literate ▪ Good time management 	<ul style="list-style-type: none"> ▪ At interview ▪ Qualifications ▪ References
Personality	<ul style="list-style-type: none"> ▪ Embraces change ▪ Positive ▪ Can do attitude ▪ Self motivated ▪ Reliable & dependable ▪ Customer focussed ▪ Sense of humour ▪ People person ▪ Motivator ▪ Team player 	<ul style="list-style-type: none"> ▪ Discreet ▪ Enthusiastic 	<ul style="list-style-type: none"> ▪ At Interview ▪ References
Social Circumstances	<ul style="list-style-type: none"> ▪ Recognises good service ▪ Enjoys work 	<ul style="list-style-type: none"> ▪ Stable circumstances 	<ul style="list-style-type: none"> ▪ At Interview ▪ Qualifications