

*At Lady Manners School we strive to attain the highest standards in our work, have respect for others and develop our individual talents.*

**JOB DESCRIPTION**

**POST TITLE:** Assistant Catering Manager

**MEMBER OF STAFF:** Vacancy

**GRADE:** 7

**RESPONSIBLE FOR:** Cooks, Catering Assistants

**RESPONSIBLE TO:** Catering Manager

**OVERALL RESPONSIBILITY:**

To assist the Catering Manager to manage the efficient operation and improvement of the school’s catering service, in order to provide a high level of service, ensuring that legislative requirements are met and that the service is delivered in accordance with agreed standards, specification and budget.

**SPECIFIC DUTIES AND RESPONSIBILITIES:**

1. Assist the Catering Manager with organising the preparation, cooking and serving of food to provide a comprehensive catering service for staff and students, including school events and meetings.
2. Assist the Catering Manager with planning and advertising menus, ensuring that they comply with government guidelines and legislation relating to nutrition and food, and take account of the preferences of the customers and any special dietary needs.
3. Assist the Catering Manager to ensure that standards in customer care are maintained by the catering team.
4. Assist the Catering Manager with development planning for the catering provision, including;

* Customer surveys
* Marketing strategies
* Evaluation of sales, production methods and costs, service standard and staffing to improve standards of service and customer care
* Investigating and proposing ways to develop the catering service, working in collaboration with stakeholder groups (e.g. Governors, SLG, students, parents and staff).

1. Assist the Catering Manager with the arrangements for the hygiene of food preparation, storage and sale of food and ensure that the Food Hygiene Regulations are complied with at all times.
2. Plan, instigate and maintain records of food delivery, cleaning, temperature charts, and Environmental Health inspections.
3. Assist with the investigation of accidents and incidents with implications for the school’s catering service (e.g. fire, loss, theft, damage, unfit food or other irregularities) ensuring action is taken to prevent a recurrence or minimise the risk as appropriate.
4. Assist the Catering Manager with health and safety within the catering function including reviewing and implementing risk assessments.
5. Act as a point of contact in receiving feedback about the service (including complaints) and ensure comments are passed to the Catering Manager.
6. Give practical help in the kitchens and dining areas as necessary, to include:

* Prepare, cook and present food for meal service as prescribed in the menus.
* Clean the kitchens including kitchen equipment.
* Load service counters and ensure sufficient supplies of food throughout the service period.
* Operate the tills during service times and complete all necessary sales controls and documentation for each service.
* Wash crockery, cutlery and serving dishes.
* Launder kitchen towels.

**Management of Staff**

To assist the Catering Manager with the management of staff in the Lower School kitchen including the following duties:

* Assisting in the recruitment process for staff.
* Inducting new staff and managing probationary periods.
* Conducting appraisals and ensuring development needs are met.
* Absence management and cover arrangements (including ensuring cover during the school holidays where appropriate).
* Completing returns indicating absences and additional hours/overtime for the team.
* Delegating tasks and duties and prioritising the work.
* Day to day supervision to ensure objectives, target and timescales are met.
* Conducting regular team meetings to cascade information and discuss issues.

# Management of Resources

To assist the Catering Manager with the management of all resources within the department in accordance with the Financial Regulations, to include the following duties:

* Selecting resources to be purchased.
* Approving orders.
* Receiving goods.
* Stock control.
* Processing invoices.
* Monitoring the allocated budget.

**GENERAL DUTIES AND RESPONSIBILITIES:**

1. Undertake training and development activities relevant to the position.

1. Co-operate with the school in complying with relevant health and safety legislation, policies and procedures.
2. Carry out the duties and responsibilities of the post in compliance with the school's equal opportunities policy.
3. Support the aims and ethos of the school.

5. Maintain confidentiality and observe data protection and associated guidelines where appropriate.

6. Maintain an awareness of Safeguarding Children, Safer Working Practice and Every Child Matters initiatives.

7. Carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.

**PERSON SPECIFICATION**

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|  | **Essential or Desirable** |
| **Experience:** | |
| Supervising staff | Essential |
| Working in a professional catering environment | Essential |
| Large-scale food production | Essential |
| Menu planning | Essential |
| Ordering, checking and receipt of catering stock | Desirable |
| Working in a school catering environment | Desirable |
| Managing a budget | Desirable |
| **Qualifications:** | |
| Relevant vocational qualification e.g. NVQ 3 or City & Guilds or significant relevant experience | Essential |
| Intermediate Food Hygiene | Essential |
| Evidence of continuing professional development | Desirable |
| Good standard of education at GCSE or equivalent | Desirable |
| ILM Certificate in Line Management or equivalent | Desirable |
| **Knowledge:** | |
| Understanding of the importance of safeguarding children and of safer working practice | Essential |
| Health and Safety issues relevant to the post | Essential |
| Food production techniques | Essential |
| Food hygiene regulations | Essential |
| Portion, stock and food cost control procedures | Desirable |
| Current nutritional regulations and requirements and healthy eating initiatives | Desirable |
| **Skills:** | |
| Ability to delegate | Essential |
| Making effective decisions | Essential |
| Customer care | Essential |
| Ability to keep accurate written records | Essential |
| Ability to organise others’ workloads | Essential |
| Cooking/baking skills | Essential |
| Ability to recognise the need for and maintain a high degree of confidentiality | Essential |
| Ability to relate to teachers, other professionals, parents and students | Essential |
| Ability to work as part of a team and on own initiative | Essential |
| Ability to work calmly and professionally under pressure | Essential |
| Attention to detail | Essential |
| Ability to organise and prioritise work effectively and to deadlines | Essential |
| Good communication skills | Essential |
| Administrative and ICT skills | Desirable |
| **Attitudes and Values:** | |
| Commitment to school improvement and raising achievement for all students | Essential |
| Ability to form and maintain appropriate relationships and personal boundaries with young people | Essential |
| Takes responsibility and understands accountability | Essential |
| Committed to the needs of the students, parents and other stakeholders | Essential |
| Demonstrates a “can do” attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations | Essential |
| Adaptable to change | Essential |
| Ability to relate to and promote the school ethos | Essential |
| **Other:** | |
| Willing to self-improve / attend training | Essential |
| High standards of personal hygiene | Essential |
| Ability to carry out manual handling tasks | Essential |

*The post-holder must be prepared to carry out additional duties which may reasonably be required by the Headteacher. The duties of this post may vary from time to time, as required by the Headteacher, without changing the general character of the role or the level of responsibility.*

Evidence will be drawn from some or all of:

* Letter in support of application
* Application form
* Response to questions during interview
* Test or task
* References