

LEARNING TOGETHER

CORNWALL EDUCATION LEARNING TRUST



Catering Manager | Level 4 | Salary Grade I

www.celtrust.org



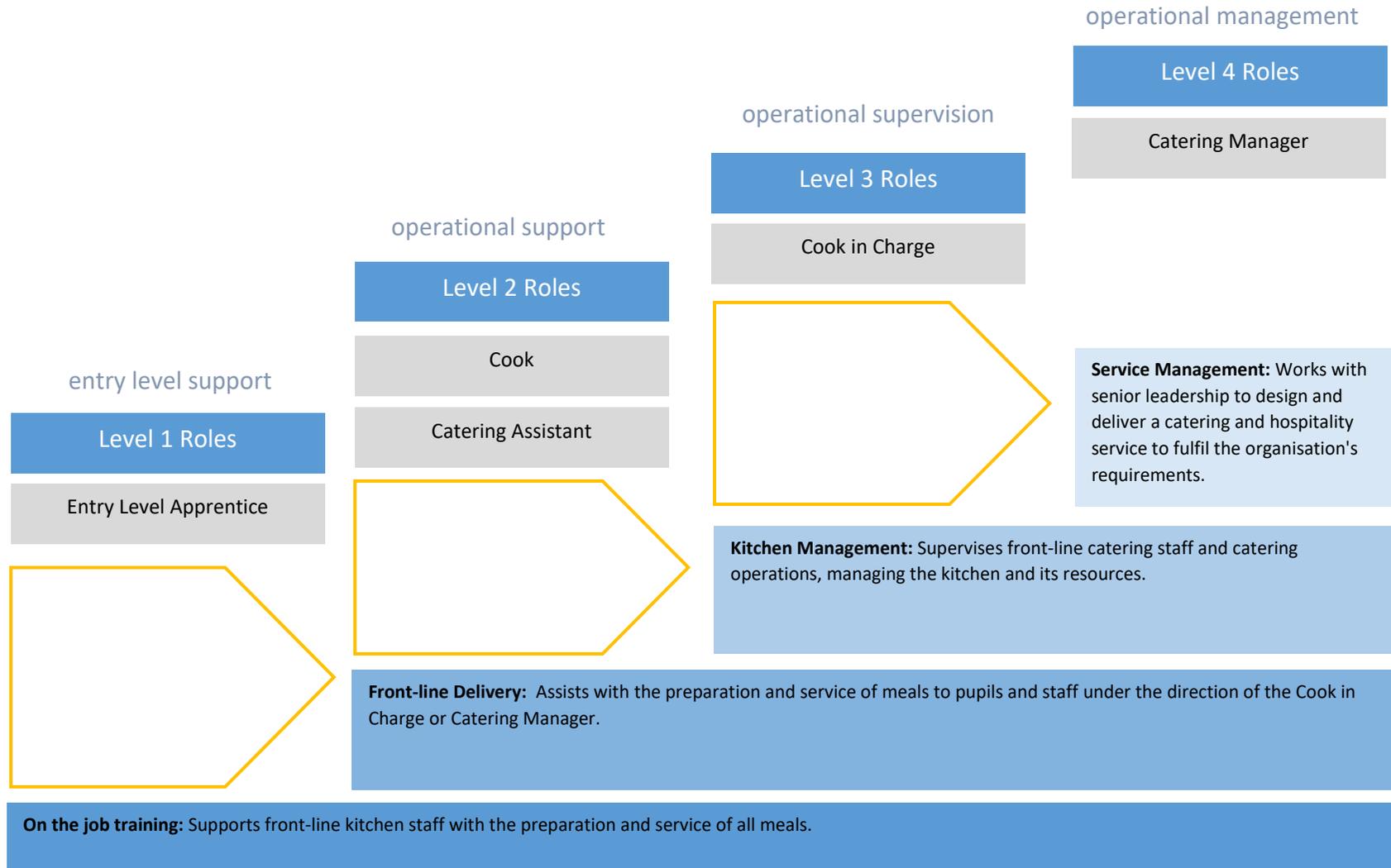
CELT Career Framework | Job Matching Pack





School Catering Service Career Framework

Service Mission: To provide nutritious, tasty and affordable food in schools



1 | Job Description

CELT is committed to a pay structure that is fair, equitable, and consistent across the Trust. The format of this job description is based on the CELT Job Evaluation Framework, which is used to assess the demands of the role and check and demonstrate that, across the Trust, we are providing equal pay for equal work.

Job Purpose

- ❖ To be responsible for managing and operational delivery of the catering service across the school.
- ❖ To support the planning, developing and delivery of a trustwide approach to catering, supporting and/or managing the mobilisation of new opportunities across the school, as required.
- ❖ To be responsible for the operation of a high quality, customer-focused school catering service, meeting ambitious annual performance indicators and service objectives, including revenue targets.
- ❖ To be responsible for the management of school kitchens, front of house and administrative functions in addition to school hospitality and events. The job encompasses both day-to-day operations and compliance, and strategic development of the catering operation.
- ❖ The jobholder is responsible for the management and supervision of catering staff.

Principal Responsibilities

Managing staff:

- ❖ Delivers effective management of all catering service staff e.g. providing supervision and guidance to team members as required, overseeing effective recruitment, induction, training, performance management and associated HR processes and procedures.
- ❖ Participates in the Trust's annual performance development framework e.g. coaching, mentoring and providing direction to ensure that individuals are supported to meet challenging personal goals.
- ❖ Establishes procedures and devises programmes of work e.g. allocating duties and work rotas.
- ❖ Ensures the service staffing structure is effective and efficient e.g. undertaking labour efficiency reviews, reviewing job descriptions etc.
- ❖ Conducts regular team meetings and management meetings, as required.

Managing resources:

- ❖ Ensures that maintenance agreements for all kitchen equipment are current and arranges for the necessary checks at renewal.
- ❖ Acts as named service budget holder responsible for all relevant financial and accounting procedures relating to service operation.
- ❖ Advises on setting of annual catering service budget and monitors and reports on catering budgets and revenue targets.
- ❖ Produces cost / sales analysis and effective pricing strategies.
- ❖ Ensures regular stock takes are undertaken and accurate records held.
- ❖ Ensures ordering of catering supplies is compliant with CELT purchasing policies and procedures.
- ❖ Acts as the routine contact point between organisation and supplier. Negotiates best value rates with contractors and suppliers.

Delivering service outcomes:

- ❖ Ensures effective and efficient service delivery which meets or exceeds key performance indicators and operational improvement objectives including revenue targets.
- ❖ Ensures statutory compliance and implementation of best practice e.g. carries out regular service monitoring and evaluation.
- ❖ Development of menus which comply with government guidelines, and which encourage the take-up of school meals.
- ❖ Ensures consistency and standards of food quality e.g. monitoring portion control, wastage and unit costings.
- ❖ Accountable for effective and timely documentation of processes and systems e.g. monitoring and audits, collects and reports on supplier performance data in order to undertake quality assurance.
- ❖ Responds promptly and professionally to any feedback, comments or complaints from pupils, staff or parents.
- ❖ Keeps self, team and leadership up to date with service-related statutory requirements and best practice guidance.
- ❖ Reviews, plans and implements improvements and changes to the catering service as required.
- ❖ Organises and controls school catering events, including ensuring appropriate invoices/recharges are raised for events involving catering.
- ❖ Oversees marketing and promotions for the catering and hospitality service.
- ❖ Presents on service performance to senior leadership at school or Trust level, as required.

Delivering continuous service improvement:

- ❖ Defines, gathers, analyses and interprets data related to business intelligence and performance.
- ❖ Proactively contributes to the development of initiatives to improve the efficiency and effectiveness of the service e.g. advises senior leaders on service needs and recommends service improvement measures.
- ❖ Develops and delivers new approaches and systems (e.g. resolving adverse trends and sales in order to meet revenue objectives) under supervision of senior leadership.

Job Evaluation Factors

Decision-Making & Accountability:

- ❖ Job requires theoretical plus practical and procedural knowledge in a specialist area. Ability to undertake work of a variety of advanced tasks, working within recognised procedures which leave some room for initiative.
- ❖ Job involves working strategically within broad practice or guidelines. Some decisions may be made where policy, procedures and working standards provide only general guidelines. Decisions have significant implications for the service or significant effects on employees or other individuals or the organisation.
- ❖ Day-to-day work involves responding independently to unexpected problems and situations. Decisions may involve using discretion and initiative.
- ❖ Job holder consults a senior manager for advice on significant policy or resource issues.

Problem-Solving & Creativity:

- ❖ Work involves responding independently to unexpected problems and situations.
- ❖ Creativity and innovation are essential to the job and need to be regularly exercised within general guidelines.
- ❖ Job requires analytical and judgemental and/or creative and developmental skills to analyse and interpret complex information or situations, and to solve difficult problems or develop solutions or plans over the medium term.

Communicating & Influencing:

- ❖ Work generally involves exchanging straightforward information, usually orally, and with work colleagues, but could include other people. Information may involve more detailed assessment, planning, and evaluation.
- ❖ The job will involve: exercising developed training or motivational skills in relation to other members of staff; exchanging orally or in writing varied information with a range of audiences; exercising developed advisory, guiding, negotiating or persuasive skills.
- ❖ Some matters may be contentious or complex requiring support, tact, persuasion and sensitivity, within the application of operational guidelines.

Physical Skills:

- ❖ Work requires dexterity, co-ordination or sensory skills, where there is some demand for both precision and speed in the use of these skills.

Responsibility for Financial Resources:

- ❖ Job involves high direct responsibility for financial resources. Accountability for large expenditures from an agreed budget or equivalent income. This may include contributing to the setting and monitoring of the relevant budget and ensuring effective spend of budgeted sums.

Responsibility for Human Resources:

- ❖ Work involves high direct responsibility for the supervision, direction, coordination or training/development of other employees. Includes allocation of work, and evaluation and appraisal of the work carried out.
- ❖ Job involves supervising, directing and co-ordinating the work of a group of staff across more than one workplace, including allocation of work, and evaluation and appraisal of the work carried out.
- ❖ Job involves high direct impact on the well-being of groups of people through enforcing regulations which have a high impact on Health & Safety and well-being.

Responsibility for Physical & Information Resources:

- ❖ Job involves high direct responsibility for: proper use and care of expensive equipment; handling and processing considerable amounts of manual or computerised information where care, accuracy, confidentiality and security are important; cleaning, maintenance and repair, or security of a range of equipment, buildings, external locations or equivalent; and ordering, or stock control of, a range of equipment and supplies.

Working Conditions:

- ❖ Work is normally performed in a heated, lit and ventilated indoor environment e.g. school kitchen and dining area - the jobholder will be exposed to attendant noise arising from a busy school social area.
- ❖ Work involves minimal exposure to disagreeable, unpleasant or hazardous environmental working conditions or aggressive verbal behaviour.

Physical Effort:

- ❖ Work involves limited physical demand e.g. standing for the duration of the shift, light cleaning activity etc.
- ❖ Work may involve periodic requirements for considerable physical effort e.g. lifting or carrying deliveries of stock and consumables, pushing or pulling items of light to moderate weight.

Mental Effort:

- ❖ Work requires general awareness and sensory attention with medium periods of concentrated mental attention and some work-related pressure e.g. deadlines, conflicting demands on the jobholder.

Emotional Effort:

- ❖ Job may involve some contact with individuals who, through their circumstances or behaviour, may occasionally place emotional demands on the job holder e.g. safeguarding disclosures from students.

General Responsibilities applicable to all staff:

- ❖ To demonstrate and promote the values of Cornwall Education Learning Trust at all times.

- ❖ To work effectively with other members of staff to meet the needs of all students.
- ❖ To work with professionalism in line with the Trust's Code of Conduct.
- ❖ To attend staff meetings and Trust-based INSET as required.
- ❖ To be responsible for his/her own self-development on a continuous basis, undertaking any training/professional development as appropriate.
- ❖ To be aware of and adhere to all applicable Trust policies and procedures.
- ❖ To maintain at all times the utmost confidentiality with regard to all reports, records, personal data relating to staff and students and other information of a sensitive or confidential nature acquired in the course of undertaking duties for the Trust, with due regard to General Data Protection Regulations.

Note:

- ❖ This Job Description is illustrative of the general nature and level of responsibility of the work to be undertaken commensurate with the grade. It is not a comprehensive list of all the responsibilities, duties and tasks relating to the post.
- ❖ The postholder may be required to undertake such work as may be determined by the Headteacher/line manager from time to time, up to or at a level consistent with the main responsibilities of the job.
- ❖ This Job Description may be amended at any time in consultation with the postholder.

SPECIAL CONDITIONS OF EMPLOYMENT

Cornwall Education Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. The postholder is required to follow all of the Trust's policies and procedures in relation to safeguarding at all times, and to adhere to the statutory guidance 'Keeping Children Safe in Education'. The postholder must take appropriate action in the event that they have concerns, or are made aware of the concerns of others, regarding the safety or wellbeing of children or young people.

All offers of employment are conditional and subject to satisfactory pre-employment checks including receipt of original qualification documents, references, medical screening, proof of eligibility to work in the UK, Childcare Disqualification check and a Disclosure and Barring Service (DBS) check.

2 | Person Specification

Selection Criteria	Essential	Desirable
Qualifications and Training	<ul style="list-style-type: none"> GCSE qualifications or equivalent vocational qualifications in catering or a related field. Able to demonstrate preparation and cooking skills to NVQ Level 3 standard. Level 3 Food Hygiene and Safety Certificate. 	<ul style="list-style-type: none"> Level 4 Food Hygiene and Safety Certificate. NVQ Level 4 in catering or related field. Management qualification (e.g. diploma) in relevant field.
Specialist Knowledge and Experience	<p>Relevant industry experience of catering service management, working at a strategic level in a customer focused environment with excellent knowledge and experience of:</p> <ul style="list-style-type: none"> Managing diverse teams of staff. Cooking techniques and methods, including use of key kitchen equipment e.g. stove tops, meat slicers etc. Food preparation and food hygiene. Health and safety practises. Nutritional guidelines and menu planning. Budget management. Purchasing, stock control and recording. Recruiting, leading and managing teams. 	<ul style="list-style-type: none"> Experience of catering work in a school/college environment. Experience working with young people. An awareness, understanding and commitment to the protection and safeguarding of children and young people. An awareness, understanding and commitment to equality and inclusion.
CELT Career Level Competencies	<p><i>CELT Core Value</i> Collaborates: Demonstrates ability to work as a team player. Has good understanding and experience of successfully working towards a common goal with others.</p> <p><i>CELT Core Value</i> Empowers: Demonstrates ability to support, encourage and upskill others to deliver results.</p>	

	<p><i>CELT Core Value Leads:</i> Demonstrates high ethical, moral and professional standards.</p> <p><i>CELT Core Value Transforms:</i> Demonstrates ability to react positively and with enthusiasm to change and improvement. Willingness to adapt and put in extra effort when circumstances demand.</p> <p><i>Sees the Big Picture:</i> Demonstrates ability to understand how own role fits with, and supports, organisational objectives. Interest in expanding own knowledge and experience.</p> <p><i>Makes Effective Decisions:</i> Demonstrates ability to use initiative and creativity to resolve problems, support decisions and prioritise tasks effectively. Able to follow guidelines or use previous experience to resolve issues.</p> <p><i>Communicates and Influences:</i> Expresses ideas clearly and with respect for others. Responds constructively and objectively to comments and questions.</p> <p><i>Delivers a Quality Service:</i> Demonstrates ability to deliver service objectives with professional excellence, expertise and efficiency, taking account of diverse customer needs.</p> <p><i>Delivers at Pace:</i> Demonstrates ability to follow relevant policies, procedures and legislation to complete own work. Has good organisational and time management skills.</p>	
Additional requirements	<ul style="list-style-type: none"> • Demonstrates a high level of patience, understanding, and empathy with children and young people. • Demonstrates enthusiasm for working in a busy school environment. 	

