



The Role and Responsibilities of a Catering Manager

Location:	Newman Catholic College
Reporting To:	Business Manager
Salary :	£20,444 - £22,129 pro rata plus London Weighting £2013 per annum
Working hours and days :	35 hours per week and 39 weeks.
Overall Objective:	To provide a professional catering service, ensuring that the school standards are maintained and that the expectations are met within the agreed objectives for the location.

Management of Team

- To co-ordinate and manage the recruitment and selection process to ensure that it effectively meets the needs of the location.
- To assess employee performance and recognise training needs and potential as appropriate.
- To ensure training is carried out in line with the school training policy to meet the needs and requirements of the individual.
- To carry out all employee appraisals timely and accurately and ensure that information is filed appropriately, with development plans in place that are actively used.
- To hold team meetings on a regular basis to communicate targets, standards required, company and client information
- To ensure that all employees are aware of Health and Safety policies and procedures and adhere to school catering standards at all times.
- To ensure that all employees receive adequate and appropriate Health, Hygiene and Safety training on a regular basis.
- Ensure that all employees are knowledgeable and motivated about their roles and the business through effective induction, accurate job descriptions and on the job training.
- To carry out disciplinary procedures following guidelines and standards.
- To develop the catering team, by empowering them, supporting them, encouraging them and maintaining an 'open door' policy.

- Maintain and keep employee personnel and development files up to date at all times, and ensure that all changes in employee details are given to Head Office promptly.
- To motivate and lead by example, ensuring you and your team have fun at work and are proud of your efforts.

Customer Service

- To ensure that staff and students are given a prompt and efficient service and that their food service and value expectations are consistently exceeded.
- To be customer focused at all times, by being visible during meal periods, communicating and determining customer requirements before they do.
- To regularly monitor customer feedback and produce an appropriate action plan based on the results.
- To ensure all food is presented and served in line with Borough standards, but also to remain innovative in the method and style of presentation and food service.
- To maintain a library of up to date literature and display material on menu/service ideas and creations in the location.
- To ensure that all agreed service objectives are met in line with School expectations.

Financial Management

- To ensure that the Canteen has an accurate and efficient financial control system in place and the Genesis software is in full use.
- To establish and maintain controls in order to ensure security.
- To ensure that all standards of food preparation and service are established and achieved in line with budgets.
- To control and achieve agreed financial targets whilst maximising all commercial opportunities.
- To consistently look at ways of maximising income through effective purchasing through nominated suppliers.

Health and Safety Management

- To conduct Food Safety and Health and Safety Risk Assessments and ensure that all standards and procedures in respect of Hygiene and Safety are established and maintained in line with the company manual.
- To record and report all accidents within the location adhering to location and company procedures.
- To ensure all equipment is well maintained and is in good working order.

- To make recommendations for renewal and replacement of equipment when required.
- To establish and maintain location cleaning schedules.
- To respond to all memos and requests as required.
- To ensure that all procedures and work instructions are fully understood and practised by all employees.
- To attend all health and safety training courses as required.

General Responsibilities

- To attend all location management meetings.
- To take responsibility for contributing towards your own development with the guidance of your manager and attend training courses as identified.
- To ensure that all administration procedures are followed.
- To ensure that you deliver what you promise to customers, clients and your team.
- To treat others as you would expect to be treated.
- To attend to any reasonable request made by the School.