

JOB DESCRIPTION

JOB TITLE:	Catering & Hospitality Manager
PLACE OF WORK:	Pensby High School
REPORTING TO:	Business Manager/Headteacher
RESPONSIBLE FOR:	Catering Staff
BAND:	Band G
SCOPE AND GENERAL:	To manage and control the catering services and to provide the service for the client according to their specification within the standards laid down by the School.

DUTIES

1. To ensure prompt and efficient preparations and service of all meals and breaks at the required time. To ensure that they are being provided to the standard laid down by the School and to the School's satisfaction.
2. To ensure prompt and efficient preparations and service of any hospitality requirements at the required time. To ensure that they are being provided to the standard laid down by the School and any external clients and to their satisfaction.
3. To assist with running and of the School's Food Technology department ensuring the food safety and hygiene standards are kept as a minimum to within the procedures and standards laid down by the School and Government Legislation.
4. Planning of and delivering student focused menus which are exciting for both mid-morning break and lunch. Ensuring that they are balanced multi choice menus, in accordance with nutritional standards, considering the dietary needs and preferences of students and varied cultural and religious backgrounds and that are cost within the allocated budgets
5. To display and practice a friendly and supportive interaction with customers at all times during service in order to deliver a children focused lunchtime - for every child.
6. To maintain satisfactory relationships at all levels within the School.
7. To ensure that the control of raw materials and portions are to the School's standards and in line with the School Food Standards January 2015.
8. To ensure the School's accountancy, documentation and administration procedures are carried out to the approved standard and that the necessary weekly returns are completed accurately and at the appointed time.

9. To plan & prepare theme days and promotions for an annual calendar
10. To manage and motivate the catering team to deliver the catering services to a high standard which achieve the agreed KPI's daily.
11. To monitor and grow catering sales across the school day.
12. To assist with recruit, interview, control and discipline staff according to the needs of the School, within the procedure laid down by the School and Government Legislation.
13. Lead the performance management of all catering staff.
14. To assist in identifying the training needs of your team and make provisions for development
15. To have special regard to the welfare and maintenance of the kitchen staff and to monitor their performance and organise training and coaching as necessary, and record on the appropriate documents.
16. To maintain the legal and School's standards of hygiene and safety and take any action as is necessary.
17. To complete the Safer Food Better Business (SFBB) in line with the legal requirements and use as a daily working document
18. Ensuring equipment is maintained and repairs reported to the school and recorded
19. To take all necessary steps to ensure maximum security of the kitchen, store, office, safe and monies and any other areas under the control of the catering department.
20. To make regular reports to the School, working alongside RPI3 Group and to make any reports as necessary pertaining to current results or events.
21. Promote healthy eating within the school, this may include presenting and working with students and/or parents within classes
22. To attend to any reasonable request made by the School.
23. Assist with the development of school policies and procedures relating to catering services
24. Test and develop new food products and menus for the schools
25. To actively promote the service encouraging students to use the services.
26. To organise any special function from time to time and inset days, some of which may occur outside of normal working hours.

27. To manage and oversee additional school services to the standards required by the School, using control and monitoring systems provided by the School to ensure adherence to the required, agreed specification for any additional service.
28. To maintain high standards of personnel hygiene, reporting any stomach disorders or infections of self or close family to the school.
29. Ensure personal appearance is well groomed at all times

IRREGULAR DUTIES

1. To attend to customer complaints and compliments as satisfactorily as possible.
2. To attend to and take all necessary action, statutory and otherwise, in the event of accident, fire, loss, theft, lost property, damage, unfit food or other irregularities in any service covered by the remit and complete the necessary return and/or reports.
3. To attend meetings and training courses as requested.

GENERAL CONDITIONS

1. All duties must be carried out to comply with The Health and Safety at Work Act; Acts of Parliament, statutory and college instruments and regulations and other legal requirements, nationally agreed codes of practice, which are relevant.
2. All duties will be carried out in the working conditions normally inherent in the particular job.
3. All necessary paperwork must be completed correctly and at the appropriate time – orders, stock control, monthly profitability statements, risk assessments and Safer Food Better Business being the main ones.
4. Duties will be carried out for jobs up to and including those in the same grade, provided such duties are within the competence of the employee.
5. Informing line managers of any problems.
6. Monitoring and recording any absence with catering staff and informing the line manager of any constant absence.
7. Phone into work before 8.00am if you are ill and try to arrange self-cover.
8. Arranging cover for sickness in advance when possible for the catering team.