Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Catering Operations Manager
Service	Resources & Assets
Team	Commercialisation & Finance Support
Location	Dinton Activity Centre and other Council-operated catering locations as required
Reports to	General Manager, Dinton Activity Centre
Worker Style	Fixed - with operational working across cafés, mobile units, event locations and residential catering provision
Responsible for	Up to 5 Catering Supervisors Kitchen/production leads, café team leaders and permanent, casual and seasonal catering employees.
Grade	9R
Contract Type	Permanent, Full Time
Post number (if known)	713563

Main Accountabilities	
1.	Lead the safe, consistent and commercially effective delivery of all catering services, including two permanent cafés, mobile catering units, event and corporate hospitality, and school residential catering, ensuring services meet agreed customer, quality and financial standards.
2.	Contribute to the development of the catering business plan, budgets, forecasts and performance reporting; set and deliver stretching but achievable income, gross profit, staffing and expenditure targets, and take timely corrective action where performance varies from plan.
3.	Act as the operational lead for food safety, hygiene and allergen management, maintaining proportionate food safety management systems, documented controls, training, inspections and audit readiness across every outlet and service model.
4.	Develop the food and beverage offer through customer insight, menu engineering, pricing, product development and seasonal planning, increasing visitor spend and growing income from public visitors, schools, corporate bookings and events.
5.	Recruit, lead and develop a flexible permanent, casual and seasonal workforce, ensuring clear standards, effective induction and training, appropriate deployment, succession planning, wellbeing and accountable performance management.
6.	Manage procurement, suppliers, stock, equipment and catering resources in accordance with Council requirements, achieving value for money, service resilience, effective stock control and reduced food waste.

7.	Work collaboratively with Centre, Country Park, Events, Finance, Facilities and other Council teams, translating customer and event requirements into deliverable catering plans and ensuring an integrated visitor experience.
8.	Drive continuous improvement and responsible growth by using financial, operational and customer data to improve service, evaluate investment proposals, introduce efficient systems and develop a three-to-five-year pipeline of catering opportunities.

Person Specification	Essential	Desirable
Education/Qualifications	• Level 3 Food Safety qualification, or ability to obtain before taking operational responsibility. • Evidence of continuing professional development relevant to catering leadership, compliance or commercial management.	• Level 4 Food Safety qualification. • Hospitality, catering, business or management qualification. • IOSH Managing Safely or equivalent. • Personal Licence Holder qualification where relevant to the service offer.
Experience	• Substantial management experience in a complex catering, hospitality or food service operation. • Leading multiple outlets or service formats and managing managers/supervisors. • Budget management, forecasting and delivery of income, margin and cost targets. • Food safety, allergen and health and safety compliance. • Workforce planning and leadership of permanent, casual or seasonal teams. • Developing menus, pricing, products or services to improve commercial performance and customer experience.	• Visitor attraction, leisure, country park or outdoor activity centre experience. • School residential or education catering. • Event, mobile or corporate hospitality catering. • Public sector/local authority procurement and governance. • Mobilising an in-house service or managing a transition from outsourced provision.
Skills/Knowledge	• Strong commercial judgement and ability to interpret financial and operational data. • Detailed working knowledge of food safety management, HACCP principles, allergen controls and safe catering practice. • Ability to translate strategy into practical operating plans, standards and measures. • Excellent leadership, communication, influencing and partnership-working skills. • Supplier, contract, stock and resource management. • Strong organisation, problem solving and decision making under pressure. • Confident use of digital systems for EPOS, stock, rotas, reporting and administration. • Commitment to safeguarding, equality, customer care and environmentally responsible practice.	• Knowledge of local authority financial controls and decision-making. • Project/change management and business case development. • Marketing, promotions and customer insight techniques. • Experience of kitchen or food production operations.

Purpose Details	
Service Purpose	The Resources & Assets Service supports the effective management and commercial development of Council assets and services, delivering sustainable income, excellent customer experiences and responsible use of public resources.
Role Purpose	To lead, develop and grow all catering operations associated with Dinton Activity Centre, delivering safe, high-quality food and hospitality services while achieving commercial, customer and compliance objectives. The role will establish catering as a resilient and sustainable contributor to the Centre's visitor offer and long-term financial performance.
Corporate Parenting	Champion the principles of corporate parenting by embedding its ethos in relevant service delivery and ensuring decisions affecting children in care and care leavers reflect the Council's responsibilities as a corporate parent.

Supervision and Relationships	
Supervision Received	Reports to the General Manager, Dinton Activity Centre. Operates with substantial day-to-day autonomy within approved budgets, Council policies, statutory requirements and agreed business plans, escalating significant risk, investment and policy matters as appropriate.
Supervision Given	Provides direct supervision to Catering Supervisors, and indirect leadership to kitchen/production leads, café team leaders and permanent, casual and seasonal catering teams. Accountable for workforce planning, recruitment, induction, training, supervision, performance, wellbeing and succession within the function.
Contacts	Regular liaison with Centre and Country Park teams, Events, Finance, Commercialisation, Marketing, HR, Procurement, Health and Safety, Facilities and senior Council stakeholders. External contact includes customers, schools, event organisers, corporate clients, suppliers, contractors, enforcement and inspection officers, and sector partners.

Resources/Budget Management

Contribution to approved catering income and expenditure budgets, financial forecasts, staffing deployment, procurement, stock, cash and EPOS controls, catering equipment and assets.

Special Requirements

- Regular on-site presence across all catering operations.
- Flexible working including early mornings, evenings, weekends and bank holidays, with seasonal variation in operational demand.
- Ability to travel between Council locations and event sites where required.
- Work in kitchens, cafés, mobile units, event environments and outdoor visitor settings.
- Appropriate protective clothing and equipment must be worn where required.
- Must comply with safeguarding, food safety, health and safety, cash handling and Council governance requirements.
- Enhanced DBS required.

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	Y

Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	Y
Hand Arm Vibration	N
Lone Working	Y
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	Y
Working with Animals	N
Specialised Medical Screening	N
Night Working	Y
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	Y
Working with Elderly/Vulnerable Adults	Y
Work Environment Details	Operational work across cafés, food preparation and storage areas, mobile catering units, event settings and school residential catering provision at Dinton Activity Centre and associated Council locations.

Role Involvement	Details
Working with Children	Y
Working with Vulnerable Adults	Y
Both of the Above	Y
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N

Disclosure and Barring Service (DBS)	Details
DBS Requirement	Enhanced DBS
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
DBS Re-check in line with corporate arrangements

Evaluation Declaration	
Date of Evaluation:	November 2026
Evaluated by:	HR