

Catering Manager – Extra Care: Grade 7

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

Kirklees Catering Service provides high quality catering services to schools throughout our business portfolio. It also provides café and restaurant services in some commercial premises. As a Catering Manager in an Extra Care Schemed Housing, and working alone for part of the day, through your cooking skills and commitment to your customers you will ensure that a high quality, customer focused catering service is delivered 365 days per year in one of the establishments where we provide our services. In addition to providing the service on a day to day basis, you will initiate, develop and support theme days and other events which in turn promote and develop the service.

This role is based within [Economy and Infrastructure](#).
Find out more about [working for Kirklees](#).

The Job

You will be responsible for the preparation, cooking and presentation of all food items, to the highest standards.

The health and wellbeing of residents is an important part of this role therefore it is essential that you work cooperatively with the care providers by providing catering support for social activities and develop menu options that meet the dietary needs of this vulnerable customer base. It is essential that the lunch service deadline is achieved whilst operating an open café throughout the morning.

The achievement of all legislative, financial and quality targets relating to food hygiene, food costs, wastage etc. will be essential.

Maintenance of all appropriate records and documentation and the reconciliation of cash taken for the service; including banking of cash will be a key part of your role.

It will be important to identify opportunities to maximise sales and actively promote the restaurant within the community.

You will ensure that our customers are satisfied with our service, being friendly and helpful at all times and dealing with any complaints raised by customers in line with the services complaints procedure.

This is a physically demanding job which involves heavy lifting and long periods of standing.

Job Checklist

- ☐ Deliver a high quality catering service to the residents and their friends and relatives
- ☐ Deliver the service to agreed standards, through effective use of materials; managing food production and minimizing wastage to achieve agreed budget targets.
- ☐ Ensure the customer receives the right service in a timely manner.
- ☐ Put forward ideas for improving the service and support changes to the way things are done.
- ☐ Work cooperatively within your team to help achieve agreed objectives.
- ☐ Manage your workload effectively to agreed levels of performance.
- ☐ Communicate effectively to encourage good relationships with customers and colleagues.
- ☐ Is aware of and understand the individual needs of the tenants.
- Please see your responsibilities related to [safeguarding](#).

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

You will enjoy cooking and working with food and have the ability to produce, single handed up to 100 meals a day.

With frequent interruptions throughout the day you need to be able to multi-task whilst remaining professional with customers.

As no two days are the same and with no regular access to senior management; you need to be flexible and have the ability to react quickly to the changing needs of the service and problem solve using your own initiative.

Our service works closely with the care providers; therefore a willingness to get involved and support the residents is essential.

You will need to be able to communicate effectively with a diverse customer base and with other colleagues from within our service.

You are responsible for achieving all budget targets so knowledge and understanding of a kitchen budget are essential.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a New Council employee within the organisation.

This role is at level 2. The Council's [Behaviours and Expectations](#) will be tested throughout the selection process.

Person Checklist

Experience of large scale preparation and production of meals to agreed standards.

Experience of managing food costs and wastage to achieve budget targets.

Ability to find creative and innovative ways of improving the service to promote social activities and maximise sales.

Demonstrates an understanding of the needs of the service users.

Able to demonstrate a flexible and positive approach to your work.

Experience of supervising a small team.

Experience of being responsible for cash reconciliation and banking.

Hold a Basic Food Hygiene certificate.

Must be willing to undertake Safeguarding training.

You will be working in food service where a high standard of personal hygiene is of crucial importance. Following an offer of appointment you will be required to undertake a standard medical screening and any other medical screening as determined by the occupational health unit

Accept that a DBS check will be required. A conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.

The Extra care sites are open 365 days per year. Weekend and Public Holidays working are essential to this job.

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Recruitment Purposes: In order to be considered for this role you will need to demonstrate your ability to meet "The Job and Person Checklists" for the role