

## Catering Manager 1 – 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, you will work in one of our busy establishments ensuring that a high quality, customer focused catering service is delivered to all our customers in the establishments where we provide our services. In addition to providing the service on a day to day basis, you will be involved in providing theme days and other events to promote, improve and develop the service.

Responsible to: Area Catering Officer

This role is based within [Environment and Climate Change](#).

Find out more about [working for Kirklees](#).

### The Job

The purpose of this role is to take responsibility for the branded catering offer in one of our busy high schools.

It is a 'hands on' role and has the responsibility for the preparation, cooking and presentation of in excess of 200 meals a day. It is essential that meals are presented to the highest standards and delivery deadlines are achieved.

You will be required to develop a range of menu options to meet varying customer needs and the requirements of the Head Teacher.

You will be responsible for the reconciliation of cash taken by the service and complete all related forms, along with the banking of cash in accordance with service procedures.

By proactively seeking feedback from customers you will ensure that our customers are satisfied with the service and develop plans to improve the service based on this feedback. You must remain friendly and helpful at all times; dealing with any complaints raised by our customers appropriately.

You will be responsible for the achievement of legislative, financial and quality targets within your kitchen. You will contribute to the development of the financial targets including sales, food costs, hours worked and budgets for light equipment and cleaning materials.

You will be required to ensure that all due diligence paperwork is completed accurately and follow all food safety procedures to ensure legislative and quality standards are maintained.

You will provide support and direction to the catering team, ensuring they are well motivated at all times. You will identify any training and development needs and continuously improve performance.

You will be required to adhere to all relevant Service and Council policies and take part in training activities to support the development of yourself and your team.

### Job Checklist

Experience of the preparation and production of meals for a minimum of 200 customers daily, to agreed standards through effective use of resource and materials.

To demonstrate a clear sense of purpose, direction and approach to achieve the objectives of the organisation.

To develop the business, ensuring the customer receives the right service, that Service deadlines are achieved and the business develops to maximise income.

To manage a large team to achieve agreed service standards along with budget targets.

To manage and develop individuals to maximise their contribution to delivering the service

To put forward ideas for improving the service and support changes to the way things are done.

To manage your workload effectively to agreed levels of performance.

To communicate effectively to encourage good relationships with customers and colleagues.

Appropriate uniform must be worn which is provided.

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.

Working in one of our busy high schools you must have the skills to plan and deliver a nutritionally balanced meal for over 200 pupils. You will need to be able to work from your own initiative in a fast paced environment; supporting colleagues were appropriate.

We continuously review and develop our service to meet customer requirements; therefore you must have the ability to adapt quickly, embrace change and work cooperatively with your team. You must be innovative and forward thinking to identify, develop, plan and implement ideas that will maximise the uptake of meals.

You must have the confidence to lead the team and take positive actions to motivate the team and manage performance.

Our customers are at the heart of all we do so you must be able to demonstrate excellent customer care and have the ability to communicate to a diverse range of customers.

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 the preparation and production of meals for a minimum of 200 customers daily, to agreed standards.
- Experience of delivering excellent customer care to a diverse customer base.
- Administration skills to complete due diligence paperwork, record and receipt orders, cash reconciliation and financial reporting using bespoke software packages.
- Administrative skills to record information on Cypad Kitchen Manager (software used within our kitchens).
- Experience of monitoring and managing a budget to agreed targets is essential.
- Experience of managing and leading a large team is essential.
- Basic Food Hygiene certificate or the ability to attain.
- Knowledge and understanding or the ability to attain Food Safety and Food Allergy legislation are essential to this role.
- 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.
- Expects that an Enhanced DBS check will be required. Read our [Policy Statement on the Recruitment of ex-offenders](#)

*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 Checklist" for the role.