

# Area Catering Manager – Grade 11

## Job purpose

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 school catering to 190 schools throughout Kirklees along with several commercial operations including Greenhead Park, Town Halls, Cliffe House and three supported living Bistros. The service employs in excess of 900 staff and has a turnover of approximately £19 million per annum.

You will be responsible for managing specific areas of the business supported by their Catering Officers and teams whilst reporting to the Catering Operations Manager. Area Catering Managers will be responsible for maximising uptake, income and financial contribution from the catering businesses within their area whilst anticipating and meeting the changing needs of their customer base. They will also be responsible for service development along with service policies and procedures; liaising with the Catering Operations Manager.

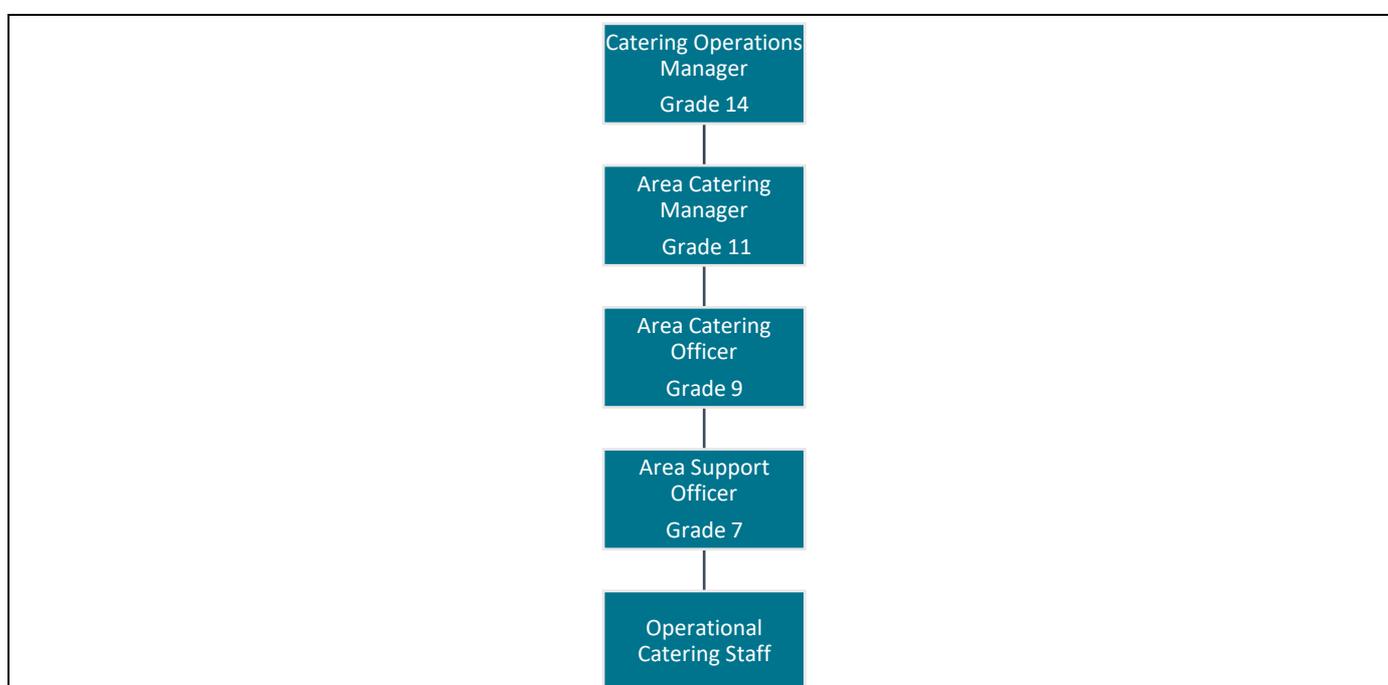
This role is based within [Environment and Climate Change](#). Find out more about [working for Kirklees](#).

## Key areas of responsibility

- Develop and maintain high standards of food preparation and service throughout the area whilst ensuring that quality targets within the sector are achieved.
- Develop and maintain effective working relationships with head teachers, school governors, parents, pupils, and other clients, to ensure business retention and the smooth running of the business.
- Develop the business within their designated area, to ensure product improvement and sales growth whilst continuously reviewing services to ensure customer satisfaction.
- Monitor cost levels and institute corrective actions to ensure value for money by setting food cost budgets and identifying opportunities for sales growth.
- Responsible for budgets for light equipment, cleaning materials, and clothing, for their designated area.
- Ensure that staff morale is maintained at a high level through the adoption of a participative and consultative management style.
- Ensure the recruitment, training and development of personnel and all personnel related procedures are carried out in accordance with Council policy and legislation.
- Identify potential risks to the business of any nature, risk assess, plan and implement prevent measures.
- Ensure that they and their service area perform in a consistent and effective way and uses performance information to develop and improve.
- Identifies areas of risk ensuring mistakes are corrected and learning is fed back to ensure mistakes are not repeated.

- Ensures resources are deployed in the most effective way allowing self, team and service to meet required standards.
- Identifies and evaluates areas for potential service improvements.
- Works with others to set appropriate standards for service area.
- Seeks and monitors a wide variety of customer information and uses the information to help plan and improve service delivery.
- Takes part in setting service objectives and understands the links to wider Council agendas and other drivers.
- Works collaboratively with the team and partners including other Council services to ensure a broad approach to planning and improving service delivery.

## Position of job in organisational structure



## Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
Experience of multi-site management.	Essential
Knowledge and or experience of financial procedures and people management.	Essential
Ability to produce and interpret performance of trading accounts and take corrective action.	Essential
Experience of service level agreements and delivering against these.	Essential
Ability to analyse business intelligence acquired through back office systems.	Essential
Understanding of statutory health and safety and food hygiene requirements relevant to a catering service.	Essential
Experience of commercial/public sector catering.	Essential
Level 4 management qualification or able to demonstrate the ability to work at this level.	Essential

<b>Knowledge, qualifications, skills and experience</b>	<b>Shortlisting criteria</b>
Level 4 health and safety qualification or able to demonstrate the ability to work at this level.	Essential
Travel is an essential part of this job and therefore it would be extremely difficult for you to do your job effectively if you did not use a car for all or most of the time. It is essential that you hold a full and valid driving licence and it is expected that you will either use a council vehicle or your own car.	Essential
Accepts an enhanced DBS and barred list check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential

## Behaviours and expectations

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

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

## General information

See your responsibilities related to [Safeguarding](#).

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

DBS check at the appropriate level

This Job 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 Office Use Only:

Job Category	Venue Management	Grading ID	10810
Job ID	80100055	Last Updated	June 2020
Job Focus	No	Career Progression	No

### Contractual Variants

DBS Category	Children	DBS Type	Enhanced + Barred
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	M Lunn		