**BEDFORD COLLEGE SERVICES Ltd**

**JOB DESCRIPTION**

**Job title:** Catering Manager

**Reports to:** Head of Operations

**Direct reports:** Chef Managers across BCS

**Overall responsibilities:**

As a catering manager you will plan, organise and develop the food and beverage services of BCS, while meeting our customers’ needs and expectations, food hygiene standards and financial targets. To liaise with the Chef Managers at each unit on a daily basis to ensure the smooth running of the facility.

**Main duties:**

1. To assist the Chef Managers to plan and implement production schedules, menus, costing’s and rota’s.
2. To be able to prepare, cook and present food to a high standard where necessary if staff are off
3. To ensure that all food stock take are to be completed at the end of each month, checked and emailed to Finance by 5th month
4. Recruit and train permanent and casual staff
5. Organize lead and motivate the teams
6. Through the effective use of company documentation ensure all relevant control procedures including HACCP are in place to deliver accurate production records and effective waste management
7. Ensure the team are adhering to the FSMS
8. To work with Chef Managers to recommend and promote new menu ideas and special food events. With information being fed through to the Marketing person to advertise
9. To manage the team effectively to provide and exceptional customer experience
10. To ensure hospitality sheets are checked on a daily basis and liaise with the Chef Managers that these are completed. Where necessary aid the Chef Managers in preparing a special menus or ad hoc costings for varied events.
11. To ensure the entire kitchen team are aware of their responsibilities in respect of Health and Safety in the workplace and have the minimum qualifications and training to work in a kitchen environment.
12. To keep up to date records for compliance with health & safety regulations and maintain due diligence. This include Smartlog training
13. To solve all complaints satisfactorily and to exceed customer expectations at all times.
14. To assist the Chef Managers in the maintaining of food cost percentage through control in wastage, purchasing, storing and portion control.
15. To attend termly Chef Meetings and contribute to the development and growth of the business through the sharing of good practice and your own experiences
16. Manage the food and beverage provisions for functions and events
17. Liaise with clients and suppliers
18. Negotiate contracts with suppliers
19. Maximize sales and meet profit and financial expectations

**Statutory duties:**

* **Safeguarding**

To be responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults and for raising any concerns in line with College procedures.

* **Equality and Diversity**

To be responsible for promoting equality and diversity in line with College procedures.

* **Health and Safety**

To be responsible for following health and safety requirements in line with College policy and procedures.

* **Training and development**

To participate proactively in training and development including qualification development required in the job role.

**October 2019**

**BEDFORD COLLEGE SERVICES Ltd**

**PERSON SPECIFICATION: Catering Manager**

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications/ Training** | * Hygiene Qualification at Level 3 * English and Mathematics or similar at GCSE grade A-C or equivalent or willingness to achieve English and Mathematics at Level 2 or equivalent | * Hygiene Qualification at Level 4 * Safeguarding training * Equality and diversity training |
| **Knowledge/ Experience** | * A thorough knowledge of food and hygiene, allergens and health and safety * Can demonstrate a working knowledge of current legislation relating to the role * Understands and can implement systems and procedures for effective monitoring and control * Excellent organizational skills * Able to communicate effectively with propel at all levels, eg direct reports, staff, students, parents, suppliers * Knowledge of setting up new till systems * Experience of working constructively to manage and monitor team objectives and deadlines * Excellent ICT skills in order to be able to provide reports and analysis for delivery of management information * Recent experience of successfully management/leading a team * Knowledge of HACCP * Knowledge of FSMS * Experienced in training subordinates in fine food preparation and excellent knowledge of menu structure. * Knowledge and experience of using creative skills to enhance plate presentation and buffet presentations. * Experienced in food cost matters and quality food production. * Production of management reports * Knowledge of staff appraisal * Successful experience of planning, managing and delivering to time and budget. * Experience of handling cash. * Knowledge and understanding of financial management and budgeting process. * Evidence of high performance in previous roles/jobs | * Experience of using Transact/AMI system * Pre ordering system for schools * Experience of working within a school in environment and schools policy * Experience of working effectively in a customer focused environment * Experience of training new staff |
| **Skills/ Abilities** | * Ability to work in line with our Values of   Experience  Excellence  Environment   * Demonstrable ability to plan strategically and to lead, motivate, develop and inspire staff and to manage change * Proven track record of successful team leadership and performance management to achieve targets. * Ability to communicate effectively face-to-face, on the telephone and in writing * Ability to work effectively on own initiative to demanding deadlines * Ability to work with a high level of attention to detail. * Ability to be creative and come up with new ideas. * Ability to be highly self-motivated and enthusiastic with a confident and outgoing approach. * Ability consistently to support a high quality learning experience for all customers * Ability consistently to create to a welcoming and supportive environment for students and/or customers * Ability to make a positive contribution to the team, valuing and respecting others’ expertise and contribution * Ability to promote Bedford College Services Ltd outstanding reputation and carry out our business appropriately and professionally at all times * Ability to communicate effectively and confidently face to face, on the telephone and in writing | * Ability to demonstrate evidence of skills in managing and motivating teams and in taking a proactive approach to team building * Ability to respond proactively to challenge |
| **Special Requirements** | * To have high level of commercially awareness of hospitality industry * Responsibility for promoting and safeguarding the welfare of children, young people and vulnerable adults and for raising any concerns * Willingness continuously to update skills and knowledge * Flexible approach to work and working times * Flexibility to work outside of normal school day * Willingness to work at all locations where Bedford College Services Ltd provides a service * Awareness of health and safety requirements relevant to the job * Access to own car as you will need to be able to drive between facilities |  |

**February 2016**