

**JOB DESCRIPTION**

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| **Post Title**: Senior Catering Operations Manager |
| **Department**: Resources & Regulation | **Post No**:  |
| **Division/Section**: CATERING SERVICES | **Post Grade**:14 |
| **Location**: Knowsley Place | **Post Hours**: 37 hours – Flexible working  |
| **Special Conditions of Service;**Evening and weekend work may be required.Agile and mobile working applies to this post.All staff must share in the Council’s commitment to safeguarding and promoting the welfare of children and young people.Access and use of a car essential |
| **1 Purpose and Objectives of Post**:* Responsible for the operational management and supervision of the catering service ensuring that effective and efficient services are delivered with high levels of customer service.
* Manage the day to day operational performance of the catering contracts in a safe and cost-effective way - serving as direct line manager for the operations, support and administration members of the management team.
* Support the Head of Service in the implementation of positive change and continued strategic development of the service for the benefit of service users and the workforce.
* Manage the procurement process for contracts and tenders to supply food, materials, transport, heavy and light equipment and protective clothing. Setting specifications, working with suppliers and monitoring performance including the negotiations for fair pricing, discounts and rebates.
* Develop strong working relationships with customers dealing with any operational problems relating to service provision and service level agreements/ contracts
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| **Accountable to**: Assistant Director Resources & Regulation |
| **Immediately Responsible to**: Head of Service |
| **Immediately Responsible for**: HQ Catering Management and Business Support team. |
| **Relationships: (Internal and External)**Head Teachers, Business Managers, Governors, teaching and school administrationE.D.S employees and all other employees within the Authority.Members of the publicProfessional bodies and organisations including APSE and LACA Elected members of the Council Trade Union and Professional Association RepresentativesOutside agencies and other local authorities Contractors and suppliers  |
| **Control of Resources**:**Human Resources** – Maximising efficiency, effectiveness and performance of all staff.**Financial**  - Manage labour costs and food costs against income.**Equipment / Materials** – Procurement of products and services, ensuring safe use, repair, maintenance and replacement.**Health & Safety** – Implementation management and monitoring of the health & safety, food safety, allergens, school food standards, COSHH and food hygiene regulations related to the provision of catering services including safe use of materials, equipment. |
| **Duties/Responsibilities:****Human Resources ,Training, Development** * Responsibility for ensuring effective management ofsickness management, recruitment, discipline and capabilityfor the catering Service under the advice and guidance of HR as per policies and procedures.Support Operations Managers prepare reports as necessary.
* Support the Head of Service to carry out service reviews and Consultations ensuring that advice is taken as necessary and in line with good practice from HR.
* Leadconsultations within the service in conjunction with HR.
* Take part in the recruitment and selection process as necessary
* Ensure **e**ffective performance management, in line with HR policies and procedures.
* To ensureemployee reviews are carried out within the service in a timely fashion. Setting objectives that make a contribution to the business plan, service improvement plan including the wider council; ensuring objectives are achieved within timescales.
* Contribute tothe workforce development planensuring the training needs and further development requirements the serviceare identified and met in line with the Council’s strategic plan.
* Monitor the reviewing of staffing levels at each unit to ensure all procedures implemented are fair, consistent and accurate.
* Manage and deploy the mobile support officer’s (MSO), monitoring their workload, performance levels including development and training required of their role.
* Lead and motivate the MSO’s and all catering managers to provide high levels of customer service, encouraging self-development to maintain a creative and flexible ‘can-do’ approach to achieve customer satisfaction including the aims and objectives of the service and wider council.
* Ensure the council’s ‘supporting positive attendance procedure’, is adhered to, and that all absences are progressed in line with the procedure.
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| **Service Provision*** Manage the operation of the catering service to schools to maintain business levels, service standards, managing demand and delivery needs.
* Lead and manage the Operations team to meet contractual requirements using corporate employment systems.
* Manage all procurement contracts in line with Procurement guidelines for the supply of food, heavy and light equipment, protective clothing and provisions including the setting of specifications and contract performance monitoring
* Take the lead in the development of local procurement of all goods and services.
* Monitor service delivery to ensure it meets with the specifications and manage the monitoring and audit processes.
* Manage the delivery of contracts and SLA’s, dealing with client queries and concerns in an effective & efficient manner. Liaise with the Head of Service to jointly improve services, increase demand and retain existing business levels.
* Lead on schools and client communication including liaising with other health, council and outside agencies to progress service development and foster sound partnerships.
* Develop effective communication channels to promote services, maximise information exchange and ensure sound customer relationships.
* Establish and maintain good relationships with all customers and stakeholders, providing guidance and advise on SLA’s & contract’s. Assist schools to understand their role in defining service standards ensuring customer views and requests are considered, providing formal reports and meeting notes following site visits.
* Identify and recommend service development opportunities including new initiatives, strategies to improve efficiencies while improving service standards
* Manage the delivery of the marketing strategies, campaigns, theme days and special celebrations including the devising of the promotions calendar.
* Research and evaluate new food standards and awards available to promote the catering service to existing and new customers.
* Produce cost effective bids and tenders for all existing and new school meals contracts to secure business and grow the service preparing and delivering presentations as required to promote the service
* Assessing the future operational needs of the services. Researching, developing and evaluating new and innovative systems, policies, procedures and practices and managing their introduction and implementation into the service.
* Check, review and evaluate menus ensuring compliance with of all school food standards, allergens, special dietary needs including religious and cultural beliefs.– taking account of customer views - including theme days, seasonality, local procurement; Support all schools to achieve the Greater Manchester healthy catering award and those schools seeking food for life and other accreditations and awards.
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| **Monitoring, Quality Assurance , Health & Safety*** To manage the health and safety procedures in all areas of the catering service, to formulate and implement risk assessment procedures.
* Manage the quality assurance and audit programme ensuring timely feedback to customers.
* Manage and update the food safety management system liaising with public health to develop procedures to ensure compliance.
* Ensure full compliance of all relevant legislation to the catering service; Health and Safety, COSHH, Allergens, Food Safety, Food Hygiene and Safeguarding including adherence to service standards, corporate policy and employment law.
* Produce and develop the quality assurance performance monitoring systems to identify service improvement required.
* Lead investigations ensuring written reports are completed in a timely manner following incidents including near misses, ensuring appropriate action is taken and actions provided to prevent recurrence. Provide outcomes of investigations to Head of Service.
* Formally monitor the commercial and financial performance of the service. Investigate and resolve abnormal production costs. Identify optimum uptake within individual contracts to maintain viability providing recommendations to achieve.
* Monitor the effectiveness of the allergen and special diets procedure devising updates as required
* Take the lead on health & safety management including security of all staff, equipment and premises.
* Jointly lead on service action plans to meet departmental and corporate targets, identify deliverables and service development needs according to the council’s vision for the future and key priorities.
* Ensure compliance with all statutory legislation associated with the all operational aspects of the catering service – health and safety, food hygiene regulations, Allergen labelling laws and COSHH, updating all operational instructions and manuals to remain current and relevant
* Ensure knowledge of the management and support teams is current regarding new standards, policies, procedures, strategies, legislations and laws required of the school catering service.

**Resources*** To manage all central data held electronically complying with GDPR requirements.
* Identify and implement cost saving initiatives, review and researching new cost effective equipment and products in terms of efficiency, energy usage & cost including environmental impacts.
* Manage the implementation and operation of the cashless and on-line payment systems including implementation of new technology into schools.
* Project manage all kitchen upgrades, refurbishments and new builds. Liaise with appropriate contractors & council departments.

**Finance*** Assist the Head of Service identify future budgetary requirements for heavy, light equipment, repairs, maintenance, refurbishment, cleaning, protective equipment and training & development.
* Lead the tariff pricing strategy for secondary schools including adult meals and hospitality.
* Negotiate sponsorship, rebates and added value from all suppliers.
* Operate and develop financial monitoring systems at service and operational level to deliver on budget saving options to support sound financial management.
* Ensure all high and low production costs are investigated where appropriate and required action taken, contributing to improving financial and operational performance on individual units and wider service to retain contracts and support business growth.
* Manage the termly re-evaluation and costing of new labour hours required in each establishment including the management of interim staffing adjustments to meet business demands.
* Attend monthly financial and budget meetings with Head of Service and finance to discuss performance of units, contracts and the service cascading information the operational managers.
* Research financial viability of new businesses and prepare tenders, bids and recommendations taking the lead on project management.
* Prioritising capital investment to support new ideas, initiatives, refurbishments, up-grades and rebuilds leading on all operational project management.
* Manage within budget limitations, the provision of a service that meets or exceeds customer expectations ensuring service delivery in every school meets service standards and specifications within each service level agreement (SLA) and contract.
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| **General** * Lead and develop systems both manual and computerised in line with the corporate electronic agenda and customer requirements.
* Continuously develop own skills, knowledge and understanding through accessing a range of development opportunities.
* Ensure the relevant Council policies and procedures are applied within the areas of staff, contracts and operations management
* Report to and deputise for the Head of Service, support formal reporting, prepare briefings and liaise /report to elected members if required.
* Advise and support service promotion and communications to improve service perceptions, maximise assurances and enhance council and service reputation.
* To work in accordance with the Authorities policy relating to the promotion of Equality and Diversity and Dignity at Work.
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| Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service |
| **Job Description prepared by:** | **Sign:**  | **Date:** |
| **Agreed correct by Post holder:**  | **Sign:** | **Date:** |
| **Agreed correct by Supervisor/Manager:** | **Sign:** | **Date:** |

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# PERSON SPECIFICATION

Resources & Regulations

Senior Catering Operations Manager

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| **ASSESSMENT METHOD** | **SHORT-LISTING CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Application  | Must have or be willing to work towards NVQ 4 in Catering  | **🗸** |  |
| Application  | BTEC Hospitality Management, NVQ Level 4 or equivalent in Catering Management | **🗸** |  |
| Application  | HND, H.C.I.M.A, BA or BSc In Hotel and Catering or equivalent. |  | **🗸** |
| Application  | **Level 3 Award in Food Safety in Catering**  | **🗸** |  |
| Application  | **Level 4 Award in Food Safety in Catering or equivalent.** |  | **🗸** |
| Application  | Health & Safety level 2, IOSH or equivalent | **🗸** |  |
| Application  | NEBOSH General certificate or equivalent |  | **🗸** |
| Application  | Accredited Nutrition qualification e.g. RIPH Certificate in Nutrition and Health |  | **🗸** |
| Application | Recognised Trainer qualification |  | **🗸** |
| Application and Interview | Knowledge of food and nutrition, allergens and special diets and how this relates to catering in schools | **🗸** |  |
| Application and Interview | Relevant large scale catering experience at supervisory level in either the public or private sector. | ✓ |  |
| Application and Interview | Knowledge and experience of relevant Health and Safety legislation, HACCP systems and its application and impact on the service  | ✓ |  |
| Application and Interview  | Hold full driving licence and access to a car  | ✓ |  |

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| **ASSESSMENT METHOD** | **SHORT-LISTING CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Application and Interview | Demonstrate a commitment to Equality & Diversity and excellent Customer Service. | **🗸** |  |
| Application and Interview | Project Management and co-ordination experience | **🗸** |  |
| Application and Interview | Able to work under pressure, meet deadlines and organise own workload and that of others including effectively prioritising. | **🗸** |  |

# CRITERIA FOR INTERVIEW AND OTHER ASSESSMENT METHODS

# The short-listing criteria listed plus the following:

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| ASSESSMENTMETHOD | CRITERIA |
| Interview/Assessment | Excellent communication and interpersonal skills. Able to advise, guide, negotiate, influence, motivate and persuade a wide ranging audience including customers, stakeholders, staff, senior managers, colleagues, internal & external agencies in a confident professional manner |
| Interview/Assessment | Able to manage and work within budgets and have an excellent understanding of financial management information’s systems, financial data and reports |
| Interview/Assessment | Effective writing skills, able to produce written complex reports, minutes, letters, emails and instructions. |
| Interview/Assessment | Capable of setting personal performance targets as well as achieving service performance targets.  |
| Interview/Assessment | Excellent organisational skills , meeting deadlines, prioritising work to ensure service requirements are maintained |
| Interview/Assessment | Good ICT, and numeracy skills to create and maintain spreadsheets. Experience of working with Microsoft office packages and bespoke data bases and internet.  |
| Interview/Assessment | Ability to make decisions, respond and react quickly to changes in service requirements. Applying creative and innovative thoughts and ideas to develop and grow the business. |
| Interview/Assessment | Ability to performance manage, lead and inspire teams, developing and motivating staff to ensure succession planning and continuity of service. |
| Interview/Assessment | Ability to present to an audience, hold and manage meetings. |