JOB DESCRIPTION AND PARTICULARS OF APPOINTMENT

- Job Title: Senior Catering Manager
- Grade: 7, SCP 12-17
- Directorate: People
- Service Area: Shire Services

Where your role fits at Shropshire Council

As Shropshire Council we are rightly proud of our achievements and we have proven to be a resilient local authority in our response to the many challenges we overcome, particularly over recent years. We will be continuing this momentum with ambition and a focus on delivering our four key priorities outlined within the Shropshire Plan: Healthy People, Healthy Environment, Health Economy and Healthy Organisation.

We are committed to achieving this by aligning everything we do to our vision 'Shropshire - living the best life'; to tell everyone that Shropshire Council is a great place to be.

We will enable a skilled, happy, healthy, diverse, inclusive, empowered, and proud workforce that influences and leads change, addressing any inequalities.

As a member of the Catering team within Shire Services, you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.

Shire Services provides catering, cleaning and student accommodation services within Shropshire Council. The service operates across Shropshire and neighbouring counties, including North Wales, West Midlands, Cannock and Worcester.

The service prides itself on its commercial approach and ability to effectively compete with the private sector, using Local Authority ethos and values as a unique selling point to both existing and potential clients.

As a key member within the catering team, we are looking for exceptional people to provide an outstanding service.

Overview of your role

The postholder will be responsible for the day to day management of the catering contract at the site to which they are appointed. To ensure that the service is provided to the full satisfaction of the client and all legislative procedural arrangements are in place and effectively managed.

Who will your manager be and what will you be responsible for?

You will be:

- reporting to your Contract Manager who is in turn responsible for your health and safety, training and development.

- responsible and accountable for a large team of over 10 staff, acting in a supervisory/managerial capacity, monitoring performance, supporting development and undertaking annual appraisals.

- expected to lead and/or contribute to a range of projects and build relations with both internal and external partners in order achieve specified outcomes but will not have direct authority over those involved.

- responsible for an approximate budget of over £150,000 per annum and the effective maintenance of kitchen equipment, vehicles and the kitchen environment

What will you be doing?

- To ensure the catering service is provided as efficiently as possible and operated in line with Shropshire Council and Shire Services Procedures.
- To provide a catering service to a number of different sites, ensuring that the service provision is consistent across all sites, including the management and supervision of staff across all sites.
- Monitoring and managing the sickness and absence of staff, including return to work interviews.
- Management of teams to ensure that enough staff are available to provide the level of service expected by the client. Unresolved staffing shortages should be highlighted to the Area Team as appropriate.
- To ensure all policies and procedures are implemented as directed.
- To maintain appropriate levels of food stocks to ensure the food service can be delivered as required with the minimum amount of waste.
- To complete weekly financial accounts using various electronic formats
- To have full management accountability of the financial performance of the profit and loss trading account including food cost, labour cost and other expenditure. Taking action where appropriate to address any areas of concern on a weekly basis.
- To escalate any service improvements or extend service opportunities to the Area Management.
- To ensure all paperwork and records are completed accurately and submitted to head office according to the specified timetable.
- Preparation and cooking of food as dictated by the menu cycle and Recipe Manual to achieve the required high standard of food for service.
- Using flair and imagination ensure the food range of food offered to customers on a day to day basis is varied, of high quality and meets the needs of the customer.
- To monitor the catering team to ensure they are all fully trained and competent in their roles, addressing any areas of poor performance as appropriate.

- To have full responsibility of the management staffing issues in relation to poor performance, behaviour, safety or relationships using the Shropshire Council and Shire Services Policies.
- To manage kitchen team recruitment including interviews and completing appropriate documentation in liaison with Area Management
- Ordering, managing and monitoring of stock of cleaning materials, light equipment, and other sundry items.
- To ensure the cash collecting and handling adheres to council and Shire Services procedures.
- To ensure the kitchen and dining room areas are maintained in a clean and tidy condition.
- To ensure all kitchen equipment is maintained and safe to use, reporting any faults immediately.
- To ensure that the Catering Team are fully aware of and adhere to the Allergen policy and procedures.
- To build and maintain a positive relationship with the client and all customers, reporting any areas of concern to the Area Team immediately.
- To meet with the on-site client on a regular basis to review the Profit & Loss account and key operational aspects of the service.
- To work with the Client promoting healthy eating to customers and supporting additional activities such as cookery clubs, growing clubs and attendance at parent's evenings and student council meetings

The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

What we expect of you

You will:

- adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile,

- act as an advocate for your service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,

- meet individual, service and personal development targets agreed through the Personal Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council,

- work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.

- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.

What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services

The unit that your post is based at will be discussed at interview

This post carries eligibility to join the Local Government Pension Scheme. Information about this will be sent with any formal offer of appointment.

Annual leave entitlement is 28 days annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 33 days. Pro rata for part time school based staff working term time contracts. Holiday allowance is paid as part of the annual salary and cannot be taken during school term time.

You will be required to attend mandatory training as part of this role, which may take place during school holidays and outside of your normal working hours.

The weeks worked are term time only plus 3 cleaning days. Occasional evening work may be required

The appointment is subject to one month's notice in writing on either side.

The appointment is subject to six months' satisfactory probationary service during which time the notice period will be one week on either side.

Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form,
4. Evidence of the Right to Work in the UK, under the asylum and immigration act

This post is exempt from the Rehabilitation of Offenders Act 1974 and as such all applicants who are appointed to this post will be subject to an **Enhanced Disclosure** from

the Disclosure and Barring Service before the appointment is confirmed. This check will include details of cautions, reprimands or warnings as well as convictions and non-conviction information. Once appointed, the successful applicant(s) will also be required to apply for an Enhanced Disclosure at pre-determined intervals during the course of their employment whilst in this post..

Supplying false information or failing to disclose relevant information could be grounds for refusal and could amount to a criminal offence.