Job Description and Particulars of Appointment

1a. Details of Post

- Job Title: Senior Catering Manager
- Grade and SCP: Grade 7
- Salary Range: £11.50 per hour (as at 1 April 2020)
- Corporate Function: Resources and Support

1b. Service Area & Team

Shropshire Council is undergoing a large scale transformation programme aimed at 'Creating a better future', which puts improving the quality of life of all local people at the heart of everything we do.

Customer satisfaction will drive our decision making and we are committed to changing for the better, by working together in new ways across the whole council with our local partners. Front line services will be empowered to make decisions on the best form of service delivery and will have control of the necessary resources to do so.

As a member of the Shire Services Catering Team within Commercial Services, you will support the delivery of the transformation programme in line with the Council's vision, values and strategic objectives.

Shire Services is the Catering and Cleaning Services within Shropshire Council. The service operates across Shropshire and neighbouring counties, including North Wales, Wolverhampton, Walsall, Telford, Worcester and the West Midlands, providing service to over 350 contracts.

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

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

2. Level & Purpose of Post

The post holder 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 that all legislative and procedural arrangements are in place and effectively managed.

3. Key Responsibilities

The post holder will be:

- responsible to the Area Supervisor who is in turn responsible for the post holder's 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 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.

4. Main Duties

- 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 sufficient 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 extended 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 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 of 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 and 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.

These duties are illustrative and not exhaustive. The post holder 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.

5. Performance & Customer Focus

The post holder will ensure they:

- adopt a customer focused approach when delivering their service, ensuring engagement with service users and maintenance of an appropriate personal profile,
- act as an advocate for their service and work collaboratively with colleagues across the whole Council.
- 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 the 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.

6. Conditions of Service

a) 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.

b) The post will be located at a named site operated by Shire Services, however, you may on occasions be required to work at an alternative location.

c) The weekly hours for this post are site specific and will be confirmed at interview.

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

e) Annual leave entitlement is pro rata flat rate scheme of 27 days annual leave plus bank holidays, with 5 days extra awarded to those staff with 5 years local government service). 2 days of an employee's allowance (pro rota for part time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the 2 days leave (pro rota) can be carried over into your next leave year, but must be used by the end of January.

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

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

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

i) If you are required to use your own vehicle during the course of your work, you are entitled to claim for reimbursement of the costs of travel on council business at the rate of 45 pence per mile.

7. Pre-employment Requirements

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,

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.