

Catering Manager



Working with us is awesome!

We see first-hand the importance of focusing on the life in our days not the days in our life. As such we recognise that to be happy in life you need to feel supported, content, motivated, passionate and have fun in the work you do. So with that in mind, we have flexible working arrangements to support the other things going on in your life. You will have a minimum of 35 days leave, including bank holidays, and an additional day off for your birthday (all leave is pro rata for part time staff). We have a broad range of special leave support ranging from adoption to pawternity leave, (no that's not a spelling mistake you have leave when getting a new pet!). We pride ourselves on our fair and transparent pay. In addition, we provide a contributory pension scheme as well as enhanced sick pay. Your wellbeing is essential. We provide an extensive wellbeing programme which includes a free employee assistance programme and a health cash plan. Your opinion also matters so we regularly ask for your input and feedback on how we can improve and on key organisational initiatives. We are here for the whole community and as such we value the diversity everyone brings to our team. We want you to grow, so we will support you with your learning and development throughout your career with us. As a charity, we are all about pre-loved and sustainable retail and, at all our sites, we care about the impact we are having on our environment. The key thing though on why working with us is awesome is simple: you will make a difference to peoples' lives. You will enable care and support to be given to people when they are feeling at their most scared and vulnerable.

Our Mission is Simple

To provide outstanding care and support to the community of North Devon who are impacted by a life limiting illness.

Catering Department Vision

As a team we aim to provide high quality nutritional food tailored specifically to our patient's needs. Alongside providing a varied and locally sourced menu for our Terrace Café which serves delicious homemade cakes, snacks and meals to patients, visitors, staff, and the public.

It is important to us that all our colleagues: -

- Act as an ambassador for the hospice
- Show deep motivation to make a real difference to our patients and their families
- Are kind
- Are honest, open and operate with integrity
- Are personally accountable and take responsibility for their own actions, decisions, performance and professional development
- Approach their role with fun, positivity and a growth mindset – and want to learn
- Are not scared to try new things and know that to succeed, sometimes they will have to overcome obstacles to achieve the best outcome for the hospice
- Are proactive in seeking out the information they need to do their job and in sharing information with their colleagues to enable them to do their jobs
- Listen and communicate effectively, calmly and constructively, adapting their approach to the needs and concerns of others
- Are collegiate and act as 'One Team', working in collaboration with their colleagues within and outside of their team
- Understand the impact of their emotions on themselves and others
- Show empathy when noticing unsettling emotions in others
- Speak up when they have worries or concerns and take appropriate action if their values are compromised
- Are open about when they have made a mistake and are proactive in resolving it
- Value and respect others and promote equity, diversity and inclusion

To succeed in this role you will have: -

- A level 3 qualification in catering or equivalent experience, as well as an allergy awareness qualification
- Previous management experience in the hospitality sector
- Demonstrable experience of leading, motivating and managing a team
- Good understanding of budgets, forecasts, staff rotas, ordering, record keeping and stock control
- A good understanding of food hygiene and HACCP

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- The ability to demonstrate clear commitment to achieving high levels of customer service
- The ability to adapt to an ever-changing work environment including adopting a flexible approach and reacting positively to changing circumstances.
- Excellent time management skills with the ability to prioritise for both self and team
- A passion for high quality food and food service
- Enthusiasm for your role and be highly motivated, calm, patient and kind
- Self-motivation and be proactive with the ability to use initiative and take responsibility.
- An innovative approach to work and be practically minded.
- Excellent communication skills, ability to produce materials of a professional nature in line with required deadlines
- Ability to positively promote the hospice externally and internally at all times

In this role you will be responsible for: -

- Leading and directing all aspects of the catering operations, from menu planning and event coordination to food preparation and ensuring a high-quality service which meets the needs of North Devon Hospice.
- Working with our chefs to ensure delivery of a first-class food service tailored to the individual needs of our patients, ensuring nutritious and appetising homemade meals are prepared, cooked, presented and served at Deer Park and The Long House.
- Ensuring the efficient and cost-effective performance of the catering service and the optimal use of staff and resources.
- Overseeing the daily operations of the catering team, including meal preparation, kitchen management, food storage and delivery.
- The monitoring all food safety procedures, ensuring compliance with relevant standards /regulations, maintaining the service in such a way that it is always safe, clean and legal; including but not limited to :
 - Ensuring the appropriate health and safety and food safety checks take place throughout the shift and are recorded in appropriate manner.
 - Ensuring that cleaning schedules are followed and that the appropriate records are completed and up to date.
 - Ensuring that allergen information is available to hand and that it corresponds to the current food offering.
- Conducting audits, and ensuring the prompt follow up of actions from audits whether they be internal or external audits.
- Sourcing quality, locally produced ingredients design, in conjunction with the chefs, exciting and creative menus.
- Ensuring that the Terrace café delivers high quality food and exceptional customer service ensuring value for money.
- Ensuring the profitability of current commercial catering income streams and propose and provide business plans for new opportunities.
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- Ensuring that all communication with the team, patients, carers and families is professional and conducive to creating a happy, safe, and efficient environment.
- Responding to complaints in a timely manner offering a resolution that satisfies the customer.
- Proactively managing the Catering team through 1to1s, quarterly reviews ensuring effective team (staff and volunteers) performance through intervening, coaching, giving feedback, and providing constructive criticism when behaviour, attitude, presentation, or execution fail to meet the standards required, ensuring that all people management policies are adhered to.
- Instilling and reinforcing positive behaviours in the team through leading by example.
- Ensuring that staffing levels are adequate for any given shifts across the week by writing rotas that are reflective of both available resource per the budget and sales demand.
- Maintaining adequate and appropriate stock levels through the ordering and management of food and drink produce.
- Ensuring all menus are correctly costed and appropriate sales margins are maintained, negotiating pricing with suppliers to optimise cost effectiveness.
- Ensuring the accurate recharging of meals to internal departments.

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- Regularly reviewing the service for quality assurance including portion control, wastage, service offered and pricing structures.
- Planning and overseeing events and functions and act as the front of house lead for such events.
- Providing pre and post shift briefs to the team to ensure that the correct messages and information is cascaded to the team.
- Actively run shifts, leading the Front of House team whilst welcoming, serving and completing customer transactions. Stepping in for food preparation and cooking if needed.
- Completing daily, weekly and monthly finance and cash handling processes accurately and in a timely manner.
- Controlling spend in line with budget to ensure that the business achieves its bottom-line targets.
- Produce regular reports and KPI's to monitor and improve the success of the catering provision and appropriate compliance.

Your competency framework is: -

Strategic Thinking and Setting Direction

- Proactively promote and engage in change and model the changes expected
- Work with colleagues and other professionals internally and externally to critically analyse practice and use evidence and feedback, both positive and negative, to identify options, risks and solutions
- Look ahead and track changing priorities, integrating information from multiple sources, analysing the impact, appropriately escalating risks and issues and acting on emerging opportunities quickly and decisively

Sharing the Vision and Delivering the Service

- Have a flexible approach and establish ongoing plans to deal with the more complex and difficult issues
- Support, coach and mentor others, asking questions to empower them to work out the answers for themselves, enabling the team to perform at its best, sharing learning to build success within and beyond the team
- Contribute to shaping future plans together with the team, linking tasks to organisational goals, being mindful of resources
- Understand and interpret relevant legislation and accountability frameworks

Leading People

- Pay close attention to what motivates individuals in their team so that they can channel their energy so they deliver their objectives
- Employ strategies to manage conflict of interests and differences of opinion
- Give people the belief that change is achievable and that their contribution matters, encouraging the team to identify problems and solve them
- Demonstrate that the health and wellbeing of their team are important to them
- Encourage the team to deliver on the shared purpose, as much as on their individual objectives, looking out for opportunities to celebrate and acknowledge high standards

In addition we will ask you to: -

- Promote diversity and inclusion in all that you do.
- Complete statutory training in accordance with hospice requirements.
- Participate in personal development and review processes.
- Adhere to all organisational policies and procedures.
- Actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate.
- Follow good infection control practice at all times and maintain an up-to-date knowledge of the infection control policies, procedures, and guidance relevant to your area of work.

The small print: -

- This job description may be reviewed in consultation with you and in light of any changing service requirements.

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- The job description is not exhaustive; other duties commensurate with the post may be required from time to time.

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