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Job Title: Catering Manager Arthog Wales

Scale 5 Points 13-17

Job Description

Job Purpose

Operational and strategic management of the catering provision at Arthog Outdoor Education Centre, Wales

This is a residential centre of 110+ beds across the estuary from Barmouth in Mid-Wales. It offers 'peak experiences' / 'life changing' outdoor education residential experiences in the mountains, rivers and coastal environments around the Centre. The offer is also extended through expeditions in the wider UK and abroad.

The PH will work closely with the Centre Manager and is responsible for ensuring a safe, quality and efficient catering which can be enjoyed in a social dining environment.

Major Tasks

- To support the Centre Manager in providing a safe, enjoyable and quality catering service and dining experience for customers, Centre staff and general visitors.
- Responsible for health and safety with regards to all aspects of food handling and production including delivery, storage, stock, menu preparation, allergies, meal presentation, service and waste. Ensure compliance with Telford & Wrekin Catering Service procedures and national standards.
- Responsible for health and safety within the catering and dining areas including chemicals, machinery and tools, reporting building and décor issues and cleaning. Ensure compliance with Telford & Wrekin Catering Service procedures and national standards.
- Responsible for menu planning, organisation and delivery ensuring visitor needs and expectations are met in terms of healthy eating, special diets, choice, quantity and quality. There is an emphasis on home cooking and using fresh ingredients.
- Proactively manage the Centre provisions and other catering budgets to maximise value and minimise waste.
- Line management of Catering Supervisor and Catering Assistants including training and induction, monitoring, support and supervision. Responsible for Catering staff training, revalidation and updates.
- Oversee the scheduling of Catering staff to meet the bookings pattern and catering service required.
- Management of catering machinery and equipment, its servicing and checks, and replacement.
- Management of the furniture and furnishings of the dining area, crockery and cutlery to ensure dining is an enjoyable and socially positive experience.
- Responsible for dining systems, including servery and clearing of plates and tables to maximise the dining experience for visitors.
- Responsible for the catering inventory and keeping it up to date.

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- Responsible for the completion of records and documentation within Catering including Safer Food and Better Business, time sheets, training records, temperature readings, cleaning records and expenditure.
- Responsible for the operation of the Centre Tuck Shop including product choice and ordering, and regular stock taking. Reconciliation of income and banking of sales. in conjunction with the Centre Administrator

Contacts & Relationships

Primary contact will be between the PH and the Assistant Centre Manager: Residential Experience who is responsible for visitor liaison and welfare, course planning, domestic and catering delivery, Centre presentation, standards of accommodation and a welcoming environment.

Significant contact will be between the PH and the customers before and during a residential visit.

Close working relationships will also be need with both the Centre Manager and Centre Administrator in the preparation of reports and the need to communicate key information.

Close working relationships will be needed between the PH and the Catering Supervisor and Catering Assistants which the PH line manages.

Regular contact with all Arthog Wales Staff in the delivery of routine Centre duties.

Regular contact with T&WC Officers as required especially in the Catering Team.

There will be an essential requirement to liaise with suppliers and their delivery staff.

Creativity

Development of Centre catering systems, methods and procedures providing compliance with the wider T&WC guidance and policies.

Promoting healthy eating and dining as a positive social experience.

Developing menus and dishes for a range of customers, dietary requirements and preferences.

Collating information from a variety of sources and preparing straight forward records and reports.

In the development of the role of Catering in marketing strategies and developing the offer at Arthog Wales.

Decisions

Decisions are made in line with established policies/procedures or in consultation with Centre SMT.

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Allocation of Catering staffing to maximise efficiency whilst ensuring quality. Daily organisation of roles and tasks and also periodically linked to Centre occupancy such as deep cleaning and maintenance.

Decisions linked to budgeting including menu planning, choice of suppliers, kitchen resources and dining experience.

Tuck shop operations.

Management & Supervision

Line management of Catering Supervisor and Catering Assistants.

Supervision Received

The post holder will be under the supervision of the Centre Manger but will be expected to work under their own initiative only referring to their line manager for guidance on specific problems or when working on collaborative tasks and projects.

Complexity

The PH must be able to demonstrate good organisational skills

The PH must have good line management and supervisory skills and be able to meet a seven day residential catering requirements with their team.

There is a high level of health and safety to manage including ensuring Environmental Health requirements are met and ensuring compliance with Food Safety Legislation within a residential setting for children and young people.

The PH has to deliver both high quality food and a positive social dining experience to over

Typically the PH will be educated in Catering management, food preparation and cooking to NVQ Level 3 or equivalent in terms of qualification and experience. They will require sufficient experience to be able to work as the lead Caterer at the Centre.

They will need a practical working knowledge of food hygiene and safety legislation and practice and have up to date qualifications ideally at Level 3, or Level 2 as a minimum.

Training will be provided through Telford and Wrekin Catering Services to support Catering management in a residential outdoor education setting.

This is a key 'front of house' role for the Centre and as such the PH will need proven experience in dealing with customers and members of the general public. A high level of collegiate service is also required. 100 visitors at time in a residential context.

Resources

The PH is responsible for the following resources

- Catering team staffing and allocation
- Catering budgets including equipment and provisions
- The catering areas including the Centre kitchen

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- Catering equipment, furnishings and chemicals.
- Responsible for Safer Food and Better Business and the health and safety records
- Responsible for handling visitor personal information including medical, dietary and behavioural information.
- Building key holder

Impact

This is a residential centre of 110+ beds across the estuary from Barmouth in Mid-Wales. It offers 'peak experiences' / 'life changing' outdoor education residential experiences in the mountains, rivers and coastal environments around the Centre. The offer is also extended through expeditions in the wider UK and abroad. Arthog Wales is the only offer of its type in T&WC.

This post is responsible for the catering provision including line management of catering staff at Arthog Wales; covering the catering needs for residential visitors, staff and general visitors.

Physical Demands

The level of physical demands are mostly that expected of a typical catering job, such as moving provisions, carrying full saucepans and crockery in the kitchen and setting up for meals. Cleaning including in awkward spaces, reaching, sweeping and mopping are required. Working whilst standing is essential. There may be the occasional demand for more than this linked to supporting housekeeping.

Working Environment

This post holder works predominantly in kitchen and dining room environments, conditions which can be usually equivalent to working in an office in terms of heat, ventilation and lighting. There may be occasional exposure to conditions such as would be found outside; for example travelling for meetings and site visits.

Emotional Context

The post holder does not have any formal requirement to deal with subject matter of an emotionally distressing nature or with Service Users subject to emotional distress

Other

The post holder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.

The post holder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.

The post holder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations.

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Person Specification

Criteria	Standard
Qualifications	<ul style="list-style-type: none"> • NVQ Level 3 in Catering management, food preparation and cooking or equivalent in terms of qualification and experience • Standard GCSE education • Catering qualification 7061/ 7062 or equivalent. • Food Hygiene Certificate ideally Level 3 or above, minimum of Level 2.
Experience	<ul style="list-style-type: none"> • Understanding of the day to day management and development of teams, including dealing with staff issues. • Proven experience of delivering high quality food and service working within budget constraints. • Proven experience of running an operational kitchen with a strong emphasis on attention to detail and consistency. • Commercial and or professional catering experience • Proven experience of working in a fast paced environment with delivery deadlines. • Relevant experience of producing home cooked food and promoting healthy eating choices to customers. • Experience of prioritising and planning team tasks and activities. • Experience in identifying resource issues and their resolution.
Knowledge	<ul style="list-style-type: none"> • Knowledge of catering production and management, ideally in an outdoor education centre or similar educational environment • Hands on knowledge of running an operational kitchen • Knowledge of relevant legislation and policy including Health & Safety and food hygiene standards • Knowledge of catering service delivery menu planning and budgeting. • Knowledge of principles of customer care, service delivery of hospitality.
Skills	<ul style="list-style-type: none"> • Ability to communicate and to use high level interpersonal skills effectively at all levels. • Ability to identify and address individual development needs and manage performance of team members. • Proven good catering craft skills. • Ability to understand, assess and support political and organisational pressures and demands upon the Centre. • A good track record that demonstrates success, achievement and the ability to get things done. • Ability to lead and motivate others to achieve objectives, change and improvements and to maintain personal motivation and direction. • Commercial acumen in order to formulate, control and interpret budgets to maximise income opportunities and minimise costs.

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<p>Personal style & behaviours</p>	<ul style="list-style-type: none"> • As a council employee you will be supported and expected to demonstrate the Council's Core Behaviours. Please note that these may be updated from time to time and are available on the Council's intranet pages. • Tenacious drive for continuous improvement and making a real and positive difference through catering provision. • A commitment to the values of residential outdoor education • Personal qualities necessary for working ethically. Able to develop good relationships with others by behaving with integrity and treating people with respect. • Highly professional approach to colleagues, visiting staff and pupils. • Able to work independently, to self-motivate and self-organise. • Able to prioritise and work under pressure of conflicting demands.
<p>Fluency Duty</p>	<p>This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.</p> <p>The PH must be an independent user</p> <ul style="list-style-type: none"> • Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in their field of specialization. • Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party. • Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options. <p>More information is available at: http://ecouncil/Fluency/Pages/default.aspx</p>

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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Type of criminal records checks required for this post

Ticked as required

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None	
Basic Disclosure	
Standard Disclosure	
Enhanced Disclosure	✓
Working with Adults - Regulated Activity	
Working with Children - Regulated Activity	

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>