



Catering Manager

Job Description and Person Specification

Reports to: Director of Finance

Responsible for: Catering Team

Job Purpose:

The Catering Manager is responsible for overseeing all catering operations, including; main kitchen production, College Shop, College Café, College Coffee Shop, boarding services, Vending and Hospitality services.

The role requires strong leadership, a passion for food and service excellence, and a commercial mindset to ensure efficient operations, staff development, and continuous improvement.

The Catering Manager will be accountable for the department's financial performance, implementing cost-effective strategies, ensuring high standards of service and food sourcing and quality, and maintaining a safe, hygienic, and sustainable catering environment.

Key Responsibilities:

General Operations

- Oversee all day-to-day catering operations, ensuring food quality and presentation meet the highest standards.
- Responsible for the delivery of a seven day boarding catering operation
- Ensure efficient use of resources (staffing, consumables, etc.) to achieve cost-effectiveness.
- Develop, enforce, and implement policies, procedures, and electronic systems to streamline catering operations in line with College and UK legislation.
- Manage the Catering department's income and expenditure, including producing an annual & monthly budget reports and monitoring financial performance.
- Implement financial controls, including menu development, purchasing, portion control, and waste management to meet agreed food cost targets.
- Purchasing – Responsibility for all catering purchases including food, drink, non-food, catering equipment, IT systems, Epos Till systems, service contracts and delivery routes & Times.

Food and Beverage Service

- Ensure that food and beverage preparations, cooking, and presentation meet high standards.
- Utilise fresh foods and culinary skills to enhance the service.
- Ensure suppliers are checked for quality and due diligence to conform with all UK current legislation.

Customer Relations

- Lead by example to ensure the catering team delivers friendly, professional, and high-quality customer service.
- Build and maintain excellent working relationships with internal and external clients, including the Deputy Catering Manager, Head of Boarding, Estates Manager and other Department Heads.
- Stay updated on industry trends and ensure the team has the skills to meet client expectations.

Staff Management and Training

- Supervise the catering team across all events, including client liaison, planning, resource allocation, ordering, allergy awareness and annual training and event evaluation.
- Recruit skilled and motivated staff and conduct inductions in line with College policies.
- Maintain staff motivation and morale, identifying and addressing training needs.
- Conduct regular performance appraisals and encourage staff development.
- Handle grievance and disciplinary matters in accordance with College policy.
- Promote equal opportunities within the team.

Hygiene & Unit Appearance

- Ensure all areas under your responsibility maintain high standards of hygiene, tidiness, and presentation, including equipment and facilities.
- Ensure hygienic food production and staff training in food safety.

Health & Safety

- Foster a culture of health and safety within the catering department.
- Adhere to health and safety requirements, food hygiene, and statutory regulations.
- Carry out regular risk assessments and address safety concerns promptly.
- Report accidents and maintain accurate records.
- Hold regular staff health & safety meetings.
- Respond positively to health and safety audits and take corrective action when needed.

Administration

- Handle administrative tasks within the catering department, ensuring timely and accurate documentation.
- Monitor sales and costs to ensure the department stays within budget.
- Ensures online ordering and telephone ordering conform to agreed purchasing policy and cost planning.
- Maintain / Update Epos retail systems
- Maintain / Update Loyalty card system

Environment and Sustainability

- Promote sustainability by ensuring catering operations are cost-effective, high-quality, and environmentally responsible.
- Comply with environmental legislation and implement initiatives to reduce the department's environmental impact.

Other Duties

- Perform additional duties as reasonably requested by the College.
 - Be flexible in responding to emergency or relief duties as necessary.
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Expected Standards of Performance:

- Ensure the catering provision is welcoming and inclusive for all members of the College community and celebrate the cultural diversity of the students and staff.
 - Work closely with Student Services to ensure that students in receipt of free College meals are appropriately provided for.
 - Openness to working collaboratively with diverse students and boarders.
 - Maintain an innovative and customer-focused approach to food and services.
 - Ensure the team meets performance standards, and customer satisfaction is consistently high.
 - Maintain a clean, hygienic, and safe work environment in line with College guidelines and legal requirements.
 - Foster open and effective communication within the team and with other departments.
 - Promote a culture of equality, diversity and inclusivity within the catering team and in customer service.
 - Encourage and support continuous improvement and personal development within the team.
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Qualifications & Skills:

- Proven experience in catering and food service management, ideally in a leadership role.
- Strong financial management skills with the ability to formulate and meet budget targets.
- Excellent leadership, communication, and interpersonal skills.
- Proficient in Microsoft Office and other IT tools for administration and reporting.
- In-depth knowledge of health and safety regulations and food hygiene standards.
- Experience in developing and implementing sustainable and environmentally friendly practices in catering.
- Ability to manage a diverse team and foster a positive work culture.

This role demands a dedicated individual with a focus on quality, customer satisfaction, and continuous improvement. A flexible attitude towards working hours is essential, as is a commitment to promoting a positive and efficient catering operation. It is expected that you would undertake any other reasonable additional duties as directed by the Principal or line manager.

Person Specification – Catering Manager

Qualifications & Experience

Criteria	Essential	Desirable	How Assessed
Catering/Management Qualifications and experience	Proven experience in catering management or leadership in a large College or a similar size environment.	Relevant qualifications in Catering or Hospitality (e.g., City & Guilds, NVQ).	App form Interview Certificates
Events Experience	Significant experience leading and motivating teams providing budgets, ordering and coordinating large events	Experience in a similar role in the hospitality sector.	App form Interview
Financial Management	Proven ability to manage budgets, control costs, and monitor financial performance.	Experience in developing financial strategies for catering services.	App form Interview Practical Test
Health & Safety Knowledge	In-depth knowledge of food hygiene standards, health & safety, and relevant regulations.	Understanding of environmental sustainability practices in catering.	App form Interview Practical Test References

Skills & Competencies

Criteria	Essential	Desirable	How Assessed
Leadership & Team Management	Strong leadership skills with the ability to inspire, motivate, and manage a diverse team.	Ability to lead teams across different events and departments.	Interview References
Catering/cooking	Knowledge of large scale catering and ability to step in to cover sickness as required.		
Customer Focus	Ability to deliver high-quality service and maintain excellent relationships with students and staff and other external stakeholders	Experience working with both internal and external stakeholders, ensuring customer satisfaction.	Interview References Practical Scenarios

Criteria	Essential	Desirable	How Assessed
Financial Acumen	Strong understanding of budget management, cost controls, and financial performance monitoring.	Experience in maximizing profitability while maintaining quality.	Interview Practical Test
Problem Solving & Decision Making	Ability to identify problems and implement effective solutions in a fast-paced environment.	Ability to anticipate issues and prevent them proactively.	Interview/Practical Test/References
Communication Skills	Excellent communication and interpersonal skills, with the ability to interact with a range of stakeholders.	Ability to influence and build strong relationships with senior management.	Interview/References
Staff Development	Experience in recruiting, training, and developing staff to reach their potential.	Ability to manage staff performance, including appraisals and feedback.	Interview/References/Practical Scenarios

Personal Attributes

Criteria	Essential	Desirable	How Assessed
Passion for Food & Service Excellence	A genuine passion for food quality, innovation, and delivering excellent service.	Ability to drive new food trends and develop creative menus.	Interview/References
Adaptability & Flexibility	Ability to adapt to changing circumstances and work outside regular hours as required.	Willingness to take on diverse tasks in a busy, evolving environment.	Interview/References
Resilience & Composure	Ability to remain calm and effective under pressure and handle challenging situations.	Experience managing high-stress events with professionalism.	Interview/References
Attention to Detail	High attention to detail in both food quality and administrative tasks.	Ability to maintain a focus on precision while managing multiple events.	Interview/Practical Test
Commitment to Health & Safety	A strong commitment to maintaining safe,	Experience in developing and implementing health & safety policies.	Interview/References/Practical Test

Criteria	Essential	Desirable	How Assessed
	clean, and hygienic work environments.		
Other	Committed to the protection and safeguarding of children and vulnerable adults Committed to the principles of equality, diversity and inclusion		

How Competencies Will Be Assessed

1. **Application form Review:** We will initially assess your qualifications, experience, and key competencies against the person specification. Your application form will be reviewed to ensure you meet the essential criteria for the role, so please ensure you show evidence of how you meet the criteria in your personal statement.
2. **Interview:** During the interview, we will assess your ability to lead a team, manage budgets, and maintain high standards of service. We will also explore your experience and competencies in customer relations, staff management, problem-solving, and financial control.
3. **Practical Test/Case Study:** We may conduct a practical exercise or case study to evaluate your decision-making skills, your approach to managing events, and your financial and operational management capabilities.
4. **References:** We will obtain references to verify your work history, leadership abilities, and commitment to maintaining high standards in health, safety, and service.
5. **Assessment of Personal Attributes:** During the interview, we will assess your personal qualities, such as adaptability, resilience, passion for food, and commitment to service excellence.

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Irfan Khan, Director of Finance