

### Job Description & Person Specification

<b>Job Title:</b>	Café and Chef Manager
<b>Service / Provision:</b>	Principal and Senior Leadership Team (SLT)
<b>Job Family:</b>	Support Staff
<b>Line Manager:</b>	Principal
<b>Salary Band:</b>	D 1 – 5
<b>Annex:</b>	Please ensure you refer to Annex 1 with this Job Description

As the Chef and Café Manager, you will provide a professional catering service, ensuring that standards are maintained as well as stakeholder and customer expectations are met within the agreed objectives.

#### Key accountabilities, duties and responsibilities

##### Specific Responsibilities

- Planning, preparation, cooking and serving of main meals on a daily basis, following set menus that have been agreed with the Principal.
- Ordering, storing and stock control of all food items, complying with EHO control regulations.
- To maintain the kitchen within health and safety, kitchen hygiene, food quality regulations and policies.
- Work closely with the Catering Tutor, being responsible for creating a learning environment and support in delivery of training to learners.
- Lead, inspire and support learners with different abilities and learning styles as a support to the Catering Tutor
- To ensure that the brand reputation for excellent food and service is enhanced with customers.
- To set objectives and be responsible for the day to day running of the location,
- To assess learner performance and recognise training needs and potential as appropriate.
- To monitor the work of the catering team and carry out appraisals ensuring that information is filed appropriately, with development plans that are actively used.
- To assist the Principal in preparing the annual budget; to achieve and maintain the food cost in accordance with the budget.

##### Client Service

- To ensure that customers are given a prompt and efficient service and expectations are consistently exceeded.
- To regularly monitor customer feedback and produce a suitable action plan based on the results.
- To be learner and customer focused by being visible during service periods, approachable and quick to exceed expectations in fulfilling customer needs.
- To ensure all food is cooked, presented and served in line with company standards using innovation in the method and style of presentation and food service.
- To ensure that all agreed service objectives are met in line with client expectations.
- To attend employee meetings as requested.

##### People Management

- To assess employee performance and recognise training needs and potential as appropriate.
- To ensure training is carried out to meet the needs and requirements of the individual and Brunel Education.

- To monitor the development and progress of key employees in order to make recommendations and appointments for succession planning with support from People Services and Resourcing.

### **Financial Management**

- To ensure that the location has an accurate and efficient financial control system in place and the software systems are in full use.
- To ensure that the Senior Leadership Team (SLT) and Operations Manager receive all the appropriate financial information promptly and accurately.
- To present to the SLT, as and when directed by Principal
- To ensure that all bookwork is completed in a timely manner; accurately and efficiently and in line with College procedures.
- To ensure that the location adhere to company banking and cash security procedures in line with the company policy
- To ensure that all standards of food preparation and service are established and achieved in line with location budget.
- To consistently look at ways of maximising income through effective purchasing through nominated suppliers and creative merchandising.
- To maintain budgetary records and ensure that all budgets are adhered to.
- To complete, on a monthly basis, a stock-take; evaluate and calculate the cost of sales results.

### **Health & Safety, Food Safety, the Environment**

- To ensure that the location meets statutory and trust requirements of Health and Safety, Food Safety and Environmental legislations and procedures.
- To conduct Food Safety and Health and Safety Risk Assessments and ensure that all standards and procedures with regards to Hygiene and Safety are established and maintained in line with the company manual.
- To record and report all accidents within the location, adhering to location and company procedures.
- To ensure all equipment is well maintained and is in good working order.
- To make recommendations for renewal and replacement of equipment when required.
- To establish and maintain location cleaning schedules.
- To promote and encourage environmental improvement initiatives as appropriate within the business.
- Adhere to nutrition, portion control and quality guidelines to achieve an effective food production operation.
- Be familiar with standards of the college food plan as well as an awareness of the food-based standards, guidance and other relevant legislation specific to college catering.
- Ensure compliance with allergenic regulations by carrying out up to date training.
- Adapt recipes to meet the needs of dietary, religious or other needs in line with the Food Standards Agency documentation.

Tasks/duties	Essential skills	Desirable skills
Qualifications & Training	<ul style="list-style-type: none"> <li>• Educated to 4 GCSE's or above</li> <li>• NVQ qualification or equivalent</li> <li>• Certificate in Food Hygiene</li> <li>• Attend all relevant mandatory training courses pertaining to the role and H&amp;S as directed</li> </ul>	<ul style="list-style-type: none"> <li>• Successful progressive background in contract catering</li> <li>• Management of medium size location</li> <li>• Professional training in presentation and negotiation skills</li> <li>• Qualification in training and development</li> <li>• Professional training in leadership skills</li> <li>• Professional training in financial management and reporting</li> </ul>
Knowledge & Experience	<ul style="list-style-type: none"> <li>• Successful progressive background in catering</li> <li>• Strong Supervisory experience</li> <li>• Excellent craft skills background</li> <li>• Excellent communicator at all levels</li> <li>• ICT skills</li> </ul>	<ul style="list-style-type: none"> <li>• Proficient at working with computers</li> <li>• Keen to continue self-development within current role and ambition for further promotion or growth</li> </ul>
Skills & Abilities	<ul style="list-style-type: none"> <li>• Ability to display a real passion for food and customer service</li> <li>• Excellent organisational skills</li> <li>• Good negotiating skills</li> <li>• Ability to plan ahead</li> <li>• Ability to work on own initiative</li> <li>• Financially and commercially astute</li> <li>• Good delegation and influencing skills</li> <li>• Good understanding of report writing and financial management</li> <li>• Effective leader with employee's development and progression at the forefront</li> <li>• Effective at time management</li> </ul>	