



Catering Manager Job Description

Job Title: Catering Manager

Location: The Forest Centre

Reports to: Forest Centre Manager

Responsible for: Assistant Catering Manager, Kitchen Supervisor, Catering Supervisors, FoH & Kitchen teams

Internal Liaison: Forest Centre Manager, Senior Management Team, Reception Team, Forest Team

External Liaison: Public, private and corporate clients, suppliers, visitors to The Forest Centre

Management of catering operation to ensure the appropriate quality of service and catering is delivered to public, private and corporate clients, whilst meeting the financial targets of the department. Ensuring compliance with Company and statutory requirements and procedures at all times. Recruiting and training team members and managing their succession and retention. Developing the offer and actively seeking revenue generating opportunities. Duty Manager shifts as required.

People:

- Promote the Forest Centre by continually demonstrating best practice and setting and applying Company standards to deliver excellence.
- Represent and support the Forest Centre and all its departments (Duty Manager).
- Be an ambassador for the Forest Centre and Forest of Marston Vale in all public and team interactions.
- Support the development and implementation of Company initiatives.
- Recruit and retain a team to deliver day-to-day operations and with sufficient contingency to allow for peak periods, holidays and events.
- Deliver new starter inductions and ensure the nurturing and development of all team members.
- Identify team training needs and deliver necessary training and support to team members.
- Lead the operation by communicating and motivating individuals effectively towards the achievement of objectives.
- Respond to the individual needs of team members, promoting job satisfaction and team spirit.
- Line manage catering team members, referencing the Forest Centre Manager and the Company's approved HR consultant as required to ensure best practice and statutory compliance.
- Cascade information as appropriate between the Senior Management team and the catering team.
- Deliver strong and effective communication across managers, supervisors and team member to ensure an effective handover between shifts and a continuity of quality and service to all visitors and clients.



- Lead by example, reporting punctually and well presented, engaging with customers and delivering to all Company standards.

Service and Systems:

- Manage all aspects of the operation to ensure that shifts are appropriately staffed and all services are ready for operation at the appropriate time and to the standard set by the Company.
- Ensure all spaces are checked before the start of service and regularly throughout the shift, responding as required to ensure Company standards and client expectations are met at all times.
- Live manage team members and facilities to achieve the best possible levels of service and customer satisfaction.
- Ensure the Company's Brand Standard targets are delivered on all shifts.
- Treat all visitors, customers and clients in a polite and courteous manner and ensure the delivery of great service at all times.
- Acknowledge and act upon customer needs in a pro-active manner, responding to both customer approaches and operational observations.
- Deal with any complaints in a positive and pro-active manner. Take appropriate follow up action and report any feedback to the Forest Centre Manager.

- Ensure compliance with all Company procedures and statutory requirements, including Food Safety, Health and Safety, HACCP and COSHH. Actively support and contribute to the ongoing development of these and other systems.
- Champion Health and Safety and Food Safety and create a culture which recognises their importance and prioritises them in all day-to-day activities.
- Lead by example and always demonstrate best practice.

- Lead by example, championing the Company's environmental ideals, demonstrating best practice in recycling, reducing the use of energy, water and other resources, and minimising wastage.

- Manage and support all members of the catering team to ensure their responsibilities are understood and achieved.
- Manage close down operations to ensure that all areas are cleared/cleaned as required, any necessary preparation is completed and all areas are secure.
- Manage purchasing functions to maintain the quality and integrity of all purchases.
- Manage maintenance functions and ensure all catering equipment is subject to PPM and faults are managed in a timely manner.
- Manage external maintenance and cleaning contractors for PPM and deep clean.

Results:

- All staff and spaces are appropriately presented before and throughout every shift.
- All team members engage with customers and visitors to deliver great service.
- Team members are empowered to deliver an effortless experience.



- Team members are pro-actively developed to allow them to fulfil their potential and provide for appropriate succession planning within the department.
- Brand Standards, Food Safety and Health and Safety systems are regularly audited, with corrective actions and lessons learnt implemented as required.
- Deliver against department sales targets, actively seeking opportunities to grow revenue and develop the offer.
- Create seasonal and special offers to encourage new and repeat visits and drive sales outside peak periods.
- Lead by example, upselling and responding appropriately to all opportunities.
- Deliver cost targets by making effective use of team members' rotas and by making ongoing adjustments to reflect the needs of the business.
- Deliver cost targets by minimising wastage and making effective use of all resources.
- Deliver cost targets by managing the purchasing function and appropriately designing the offer.
- Deliver budget targets by monitoring and managing expenditure to deliver overhead targets.
- Recommend and deliver improvements to systems and operations to support improvements to service, offer and revenue.
- Take responsibility for Company property (including cash, stock and other assets), ensuring best practice and compliance with Company procedures.
- Support the Forest Centre and Forest of Marston Vale and their activities by undertaking other reasonable tasks as required.