**Catering Manager**

“One cannot think well, love well, sleep well, if one has not dined well.”

[Virginia Woolf](http://www.goodreads.com/author/show/6765.Virginia_Woolf), [*A Room of One's Own*](http://www.goodreads.com/work/quotes/1315615)

**Based in** Calderstones Park, L18 3JB

**Reporting to**: Head of Social Enterprise

**Salary:** £22,000 -£27,000 per annum

**Hours:** 35 hours per week on a rota basis spanning 0700-2300 hours, Monday to Sunday.

**Annual Leave:** 30 days holiday per year plus bank holidays.

**Duration:** Permanent

**About the Role:**

The Reader is looking to recruit a reliable, experienced manager with a strong values fit who will be responsible for leading and developing The Reader’s hospitality offer, as we move towards moving to the newly refurbished Mansion in late Spring 2019. Our current hospitality/catering provision consists of a well-established and popular café in a container in the courtyard, and separate Ice Cream Parlour.

The Catering Manager will work with the Associate Director of Social Enterprise to lead the development of the new Mansion House Café, oversee the development of its offer, work with the Director on ‘look and feel’, and successfully launch the new venture.

The Catering Manager will work with the Associate Director of Social Enterprise develop and ensure the smooth working of a range of profitable catering offers across the site in harmony with The Reader’s ethos and vision, creating new and sustainable ways to support The Reader’s charitable activity and generate revenue. The Catering Manager will lead on and ensure all aspects of catering health and safety compliance.

The Catering Manager will ensure the highest standards of food safety, customer service, food quality, and risk management are achieved and that these standards are maintained through constant monitoring.

The Reader is a fast-paced, extremely demanding and highly rewarding place to work if you are a learner, open to change and development.

**Key Responsibilities:**

Key to success in this role will be the ability to:

* Understand The Reader’s plans for Calderstones and the role for hospitality within them
* Find ways of translating The Reader’s Values into the catering services provided by the organisation
* Great people management skills and the ability to teach and inspire the best customer service.

Responsibilities for this role will cover the following key areas:

**QUALITY**

* Work with the Director and Reader Quality team to develop a set of Reader Quality standards for Catering
* Work with Director and Reader Quality team to develop Catering team as Reader staffers
* Ensure compliance with all relevant Reader quality initiatives and operational policies
* Maintain the daily operation of a comprehensive HACCP system

**PEOPLE**

* Build a resilient and committed staff team. Manage the development, training, welfare and discipline of staff. Delegate tasks to identified team members
* Lead the development of a level of excellence among all staff across the site, and especially in Customer Service
* Establish and agree objectives for all catering staff and monitor performance against those objectives on a regular basis
* Create an environment for staff to develop both individually and as a team
* Identify training needs and facilitate/organise appropriate training through The Reader Personal Development Programme Act as a mentor to junior staff to allow them to develop both within The Reader and within themselves
* Monitor and maintain staff records in regard to sickness absence. Develop staffing structures that can support people to develop new skills and confidence in a supportive and inclusive setting.
* Ensure the negotiation and management of relationships with all staff, suppliers, customers, and the wider Reader staff

**FINANCE**

* Manage Catering services budget and deliver a positive outcome through efficient use of resources
* Investigate changes to provide more cost effective service delivery and reduce revenue costs
* Assist in the management of Catering projects as necessary and ensure that these are delivered on budget and within agreed timescales
* Direct staff on budget management issues, set financial objectives for them and monitor against them
* Deliver further financial targets as defined by the Associate Director of Social Enterprise
* Work with the Communications team to find creative marketing opportunities to maximise footfall and revenue across the site
* Monitor and control expenditure of materials, resources and pay
* Monitor and control expenditure on suppliers
* Monitor and maximise the income generated for The Reader, working with Associate Director of Social Enterprise and Director to develop creative solutions to potential gaps in our selling ability during refurbishment and beyond
* Assist in the budget setting process
* Control all aspects of waste within Catering Services

**RISK**

* Ensure all work related hazards are assessed on a regular basis
* Ensure staff meet mandatory training needs
* Ensure staff are made aware of all workplace risk
* Ensure an annual audit of all risk issues is conducted and recorded across Catering Services
* Ensure that all food production supervisors perform their Health and Safety obligations and monitor on a regular basis
* Formulate training plans as required for safety related issues
* Resolve difficulties or complaints regarding any aspect of the hospitality offer

**PERSONAL DEVELOPMENT**

##### Participate in regular supervision with Associate Director of Social Enterprise to identify performance standards for the post

##### Participate in Personal Development, identifying with line manager any learning development needs in order to meet agreed performance standards

**Person Specification:**

**Essential**

* Have management experience
* Have experience in the catering/hospitality industry
* Experience of dealing with suppliers
* Have a thorough understanding of and are personally aligned to The Reader’s Values and Mission
* Can demonstrate an ability to live the values in personal and professional behaviour
* Can demonstrate a strong care for food, customer service and The Reader’s commitment to Quality experiences
* Have strong leadership skills, with experience of developing both teams and individuals and of managing diverse staffing structures
* Have excellent communication skills and able to communicate at all levels and in challenging circumstances
* Can perform to the highest standard whilst managing a diverse and, at times extremely busy workload
* Have drive, initiative, motivation and resilience
* Flexibility to be able to work on a rota basis spanning 0700-2300 hours, Monday to Sunday.

**Desirable**

* Restaurant management experience
* Local knowledge of the catering market

**How to Apply:**

If you wish to apply for this role, please submit an Expression of Interest in the following format:

**Expression of Interest:**

**Note**: Please do not just send in a CV. We will only consider applications that adhere to the following process:

Visit [www.thereader.org.uk](http://www.thereader.org.uk/) and select the ‘Get Involved Section’ where you will be able to view the full job description, recruitment pack and download an application form. Please complete the application form and submit to kateharrison@thereader.org.uk

**Deadline: 9am, Thursday 8th November 2018**

A high volume of applications may make replies to everyone impossible.