**Catering Manager**

**Can you cook up a new world?**

Chapter four, Verse one:  
“Great Grandma Mandy  
used to say food  
you was whipped  
for tasted the best.”

From The Gospel of Barbecue, by Honoree Jeffers

**VACANCY REFERENCE CODE: 24/2019***Please quote this code on the application form*

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

**Reporting to**: Associate Director 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 seeks a Manager who is attracted by our values, ethos and social ambition, with experience in the Catering business.

We’re looking for an energetic, creative, ambitious manager, who is also experienced and reliable. You might be a restaurant manager, a bar manager, a chef or a time-served front of house person. We don’t mind which way you have developed – only that you understand the business, and have a strong values fit and a brilliant work ethic.

We want you to come and develop the best park café in the world.

The role is both massively exciting and very demanding. You’ll have a lot of freedom to develop this new business, and there will be plenty of personal development opportunities for you, too, as our site and wider organization are going to grow. But, like most great things, this freedom and opportunity comes at a price – you’ll be held responsible, and expected to get the job done, even if that means clearing tables or scooping ice cream yourself, on a sunny Bank Holiday, with a queue of 237 people out of the door. It’s not an office job.

Not only that, but you need to be committed to The Reader’s ethos of human connection and social inclusion, ensuring that our brilliant, high-quality catering offer includes choices for some of the poorest people. Everyone is welcome at The Reader Café. And you’ll still be expected to make a good profit.

So you will be commercially acute, tough-minded, and imaginative, with a socially committed heart.

We know you’re out there somewhere.

The Catering Manager will be responsible for leading and developing The Reader’s hospitality offer, as we open the newly refurbished Calderstones Mansion in Summer 2019. Our current hospitality/catering provision consists of a well-established and popular park café (in a container in the courtyard), and an Ice Cream Parlour. The newly refurbished Mansion House building will offer immense scope for improvement and development. That’s why we need someone ambitious.

You 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. That’s why we need someone energetic and creative.

You 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. You will lead on and ensure all aspects of catering health and safety compliance. You 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. That’s why we need someone with industry experience

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

**Key Responsibilities:**

* 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 you will provide
* Lead and manage our Catering team, teaching and inspiring the best customer service

**QUALITY**

* Work with the Director, the AD Social Enterprise and Reader Quality team to develop a set of Reader Quality standards for The Reader’s Catering business
* Ensure compliance with all relevant Reader quality initiatives and operational policies
* Maintain the daily operation of a comprehensive HACCP system

**PEOPLE**

* Work with Director, AD Social Enterprise and Reader Quality team to ensure that all Catering team see themselves as and act like Reader staff members
* Build a resilient and committed staff team. Manage the development, training, welfare and discipline of staff. Delegate tasks to identified team members
* Create an environment for staff to develop both individually and as a team
* 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
* 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 the Catering services budget and deliver a positive financial outcome through efficient use of resources
* Continually seek 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 the final stages of 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
  + staff meet mandatory training needs
  + staff are made aware of all workplace risk
  + an annual audit of all risk issues is conducted and recorded across Catering Services
  + 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 any learning development needs in order to meet agreed performance standards

**Person Specification:**

**Essential**

* Have a thorough understanding of and commitment to The Reader’s Values and Mission
* Demonstrate an ability to live The Reader values in personal and professional behaviour
* Management experience
* Experience in the catering/hospitality industry
* Demonstrate a strong care for food, customer service and The Reader’s commitment to Quality experiences
* Strong leadership skills, with experience of developing both teams and individuals
* 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 0700-2100 hours, and, exceptionally, later than that, Monday to Sunday.

**Desirable**

* Experience of dealing with suppliers
* Restaurant management experience
* Local knowledge of the catering market

**How to Apply:**

**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](mailto:kateharrison@thereader.org.uk)

**There is no deadline set for this post, but if a high number of applications are received, we will close the vacancy.**

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