

<b>Job Title</b>	Kitchen Manager
<b>Division/Location</b>	Education Catering, South West Norse – Site Specified in Advert
<b>Reporting to</b>	Key Account Manager
<b>Weekly Hours</b>	TBC by Location & Site
<b>Grade/Salary</b>	TBC by Location & Site

<b>Job Description</b>
<b>The Role:</b>
Organise, inspire and manage the on-site kitchen team; ensuring completion of the preparation, cooking, presentation and service of food and beverage outlets to students and staff alike are always ready on time and are both inviting and well stocked, providing customer satisfaction at all times.
<b>Main Responsibilities:</b>
<ul style="list-style-type: none"> <li>• Ensure the team operates and always abides with all aspects of the current Health and Safety at Work and the Food Safety Act and all other relevant legislation</li> <li>• Ensure the team is following all company and divisional policies, procedures and standards set out to them.</li> <li>• Promote and encourage healthy food choices.</li> <li>• Ensure the team and you provide excellent customer service at all times.</li> <li>• Manage the team's safe use and storage of chemicals, cleaning equipment and personal protective equipment.</li> <li>• Ensure the effective management and rotation of food stock items.</li> <li>• Day to day preparation and cooking of food to agreed standards and procedures.</li> <li>• Liaising with transport/delivery of meals providers to schools (if appropriate).</li> <li>• Interviewing potential candidates for the team when required.</li> <li>• Manage and oversee any cash handling during break and lunch services, cashing up, reconciliation of tills, recording all income and banking monies as per agreed guidelines and procedures (if appropriate).</li> <li>• Provide, when necessary, induction and on the job training to staff.</li> <li>• Complete all kitchen documentation on daily, weekly and monthly basis e.g. Trading Return, Stock take etc.</li> <li>• Ordering of food and cleaning materials.</li> <li>• Be allergy aware and ensure special dietary needs are met.</li> <li>• Manual handling including setting up and clearing down the dining hall tables and chairs/ benches.</li> <li>• Maintain good communications and relationships with school staff, pupils, account management team and all other work colleagues.</li> <li>• Report any building or equipment faults to the Key Account Manager and/or to the school where necessary</li> <li>• Undertake continuous professional development within the industry</li> </ul>
<b>Other Duties</b>
The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager, including:

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Approved by HR Director:		Date :	

- Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required.
- Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards.
- Demonstrating personal commitment to the Norse Way CSR Strategy.

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
<b>Qualifications/ Knowledge/ Training</b>	Intermediate Level Qualification in Food Hygiene .	Essential	AF/I
	Knowledge of basic Health and Safety requirements in a kitchen / catering environment .	Essential	AF/I
	Knowledge of Manual Handling.	Essential	AF/I
	Knowledge of Menu Costing.	Essential	AF/I
	Knowledge of using an electronic tablet/ PC with basic software and complete manual bookwork.	Essential	AF/I
	Advanced level in Food Hygiene and/or Nutrition .	Desirable	AF/I
	Understanding of budgetary controls.	Desirable	AF/I
<b>Experience</b>	Experience in effectively leading a catering team in a busy environment.	Essential	AF/I
	Previous experience in management of food stocks.	Essential	AF/I
	Previous education catering service / experience .	Desirable	AF/I
<b>Skills/Abilities</b>	Capable of working to your own initiative .	Essential	I
	Capable of making decisions that affect customer service.	Essential	I
	Able to communicate well with colleagues and customers.	Essential	I
	Ability to work in a deadline driven environment.	Essential	I
<b>Other Requirements</b>	Currently holds an enhanced DBS or able to attain at short notice.	Essential	AF/I

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## General

Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.

It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.

The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.

We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

## Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

**Quality** – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

**Innovation** – We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.

**Respect** – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

**Trust** – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it

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