



Walsingham College Trust Association Limited

JOB DESCRIPTION and PERSON SPECIFICATION

Job Title:	Catering Manager
Responsible to:	The Director of Operations
Normal place of work:	The Shrine of Our Lady of Walsingham
Holiday:	28 days including Bank Holidays (pro rata)
Terms:	Permanent following a satisfactory six-month probationary period
Benefits:	Group Personal Pension Scheme Meals during working hours will be provided in the Pilgrim Refectory during periods when it is open (February -mid December)

The Shrine's Mission Statement:

"The Shrine of Our Lady of Walsingham is a place of pilgrimage which exists to bring men and women, children and young people into deeper relationship with God through encounter with Jesus, His Son. Pilgrimage reminds us that our whole lives are a journey with God to the joy of heaven, and at the heart of Walsingham is the Holy House where we celebrate Mary's 'yes' to God. Inspired by her life and prayers, we aim to offer to people of all ages engaging worship, warm hospitality and creative educational opportunities."

Job Summary:

The purpose of the post is to ensure that the Refectory and Norton's Café Bar team produces high quality meals in an efficient and cost-effective manner, to the required food hygiene and food standards legislation. To work closely with the Director of Operations to develop a sound departmental plan to manage and use the staff team and facilities to their maximum potential. The post involves responsibility for the Head Chef, Refectory staff and Norton's Café Bar staff.

Duties:

- To manage all aspects of the Refectory and Norton's Café Bar.
- To recruit, induct, train, and supervise the staff.
- To produce weekly rotas for the Refectory and Norton's Café Bar.
- To be responsible for the preparation and presentation of all food to a high standard.
- To review and monitor all purchasing to ensure best value is achieved.
- Oversee purchases to ensure quality products are purchased, delivered, stored and used appropriately.
- To ensure all catering staff prepare and cook all meals to the recipe specification and nutritional guidelines.
- Develop ways to improve business performance and maximising the performance of the team in the Refectory and Norton's Café Bar.
- To encourage staff to meet sales targets in Norton's Café Bar and to exercise good customer service and maximise sales at every opportunity.

- Ensure there is good communication throughout the team. Hold regular meetings with the team to communicate expectations and to receive feedback from the staff.
- To deal with any staffing issues or concerns in a prompt, fair and confidential manner
- To understand and adhere to all company policies.
- Ensure all staff welcome and respectfully serve all pilgrims and visitors.
- To interact on a regular basis with customers to make them feel welcome and to check they are satisfied with the service and quality of the food.
- To ensure that all areas of the Refectory, Kitchen, Dishwasher Room, Norton's Café Bar and the outside area are kept clean and tidy at all times.
- To manage the temperature monitoring system.
- To complete regular audits within the department.
- Responding to customer relations and expectations.
- To ensure all staff handle money efficiently including cashing up at the end of day.
- To be responsible for ensuring the counting of stock at month end.
- To manage the till system and to add all stock to the system.
- To ensure all staff clock in and out each day and manage the system for the department.
- To ensure all new staff are trained to the standards outlined in procedures.
- To be the Designated Premises Supervisor for the Refectory and Norton's Café Bar
- Ensuring all equipment and utensils are working and 'fit for purpose'.
- Assisting in developing ways to improve business performance and maximising the performance of the team.
- To adhere to all Food Hygiene Legislation, Food Hygiene Standards and Food Standards Agency Legislation including food allergen information.
- Ensure food hygiene and safety standards are maintained and reviewed appropriately.
- To ensure the Hazard Analysis Critical Control Point (HACCP) document is up to date, suitable and sufficient, fit for purpose, adhered to and reviewed regularly.
- Ensuring allergen information is kept up to date.
- Reviewing pricings for Norton's Café Bar carrying out research to ensure that our price scales are set according to the local competition.
- Collating information from Rezlynx and transferring to refectory excel spreadsheets.
- To be responsible for stock control and rotation of stock.
- To manage any dinner parties, additional functions and catering events.
- To ensure that Health and Safety procedures and Environmental Health regulations are complied with.
- To work with the Director of Operations in their responsibilities for Health and Safety matters for the Shrine.
- To manage the budget and to agree expenditure, in consultation with the Director of Finance.
- To work with the Director of Engagement and Education for Norton's Café Bar advertisement and social media advertising.
- To complete annual Performance Development Review's (PDR) to all Refectory and Norton's Café Bar staff.
- To provide reports to Company Directors when required.
- To be part of the Middle Management Group for the Company.

The main duties and responsibilities of this post are outlined in the job description. This list is not exhaustive and is intended to reflect the main tasks and areas of work. Changes may occur over time and the Catering Manager will be expected to agree any reasonable changes to the job description in line with the general nature of the post. The Catering Manager will be consulted about any changes to the job description before these are implemented.

Person Specification:

Personal Effectiveness

- Attention to detail and quality control.
- Demonstrate an ability to innovate, initiate and maintain good and effective administrative procedures.
- Demonstrate a willingness to work collaboratively.
- Excellent communications skills.
- Practical approach to tasks.
- Ability to remain calm under pressure.
- Able to focus under pressure and meet deadlines, while working with meticulous attention to detail.

Technical

- Knowledge of Food Hygiene Legislation, Food Hygiene Standards and Food Standards Agency.
- To be the Designated Premises Supervisor
- Legislation including food allergen information.
- Knowledge of Microsoft Office 365.
- Knowledge of budgeting and cost control.
- Demonstrate competence in knowledge of accounts and budgeting effectively.

Administration

- High standard of numeracy.
- Proactive approach towards workload.

Knowledge

- Strong culinary knowledge and menu planning.
- Graduate level education OR a NVQ level 3 in Catering and Hospitality or equivalent OR relevant employment experience.
- Experience in Catering Management.
- Familiarity with, or a willingness to learn about, the distinctive ministry of the Shrine of Our Lady of Walsingham.
- Experience in managing staff

General Conditions:

Standards of Behaviour and Conduct

Staff are expected to always act with due consideration for others and in a manner befitting their position as employees of the Shrine and as professionals, whatever their job.

Health and Safety Responsibilities

All staff are required to ensure that they understand and accept the legal duties placed on them by the Health and Safety at Work Act not to endanger themselves or others and by the Management of Health and Safety at Work Regulations to co-operate with colleagues and management in the control of health and safety at work. And therefore:

- to read and understand and abide by the health and safety policy.
- to make themselves familiar with accident and emergency procedures on their site.
- to make themselves familiar with the findings of any risk assessments which might affect them.
- to inform their manager immediately of any health or safety deficiencies or dangerous situations or near misses.
- to set a good personal example in respect of health and safety.

Confidentiality

Staff must not pass on to unauthorised persons, any information obtained in the course of their duties without the permission of their manager.

Safeguarding

The Shrine of Our Lady of Walsingham is fully committed to the nurturing, protection and safekeeping of children, young people and vulnerable adults. It recognises its responsibility to take all reasonable steps to promote safe practice and to protect children, young people and vulnerable adults from harm, abuse and exploitation. It acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse. The post is conditional upon the issue of a satisfactory Basic DBS Disclosure.

All employees are required to adhere to legislation, guidance, and recognised good practice in all aspects of the Safeguarding Policy.

Terms of Employment

Hours of work

40 hours per week, that includes evenings and weekends to be carried out as agreed with the Director of Operations.

Annual Leave

28 days paid annual leave per annum (pro rata for part-time), excluding Bank Holidays. The leave year runs from 1st January to 31st December.

Pension Contributions

The Company operates a contributory group personal pension scheme, the post holder contributing one third of the premium up to a maximum of five percent of salary.

Contract

This position is offered on a permanent basis, subject to a probationary period of six months. The notice period during probation is two weeks and is extended to one month once the appointment is confirmed.