

Job specification



Job title: Catering Improvement Officer
Service: Metrofresh, ITU and Road Safety
Grade: G7
Reporting to: Business Manager

Your job

You will monitor income and expenditure against budgets and respond promptly where required in order to ensure performance targets are achieved.

You will be responsible for the efficient and effective operational and financial management of all facilities within a designated area, including the monitoring of KPIs.

You will deliver and implement a quality assurance system that underpins an effective and efficient catering service.

You will build effective customer relationships in order to understand their needs and requirements to develop and grow the unit to enhance satisfaction and deliver income and profitability targets.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- Set and agree objectives and improvement activities for each unit and provide ongoing monitoring and review performance to ensure that targets and service levels are achieved.

On an ongoing basis you will:

- Ensure under the direction of the Food and Procurement Manager that food production processes are embedded within the kitchen operation.
- Under the direction of the Food and Procurement Manager deliver training in the art of cooking and presenting food, working 1-2-1 and in groups encouraging and mentoring dependent on current skill levels. Ensuring consistency across schools to maintain standards in all age groups and school types.
- Embed the principles of exceptional cooking, production and presentation skills in the kitchen, including scaling up recipes as appropriate to ensure accuracy and consistency and have a knowledge and understanding of ingredients, food and nutrition and healthy eating
- Engage with schools for any activities the service could link into at individual sites within the school curriculum, including local initiatives specific to themed projects
- Monitor meal production processes to ensure efficient and appropriate practices are embedded within kitchens

- Comply in accordance with all legislation in respect of Food Hygiene, established Food Safety catering practices, Health & Safety, Allergen legislation and COSHH
- Work on your own initiative, overseeing teams where necessary to assist in service delivery with enthusiasm and creativity within clearly defined procedures and with specific objectives
- Provide mentoring support across the business including, new business mobilisation, induction, HACCP and accountability etc
- Support and deliver recommendations as detailed by Environmental Health reports through continual monitoring and advice

In this job you will need

You must be able to demonstrate the following essential requirements:

- A recognised professional qualification in a relevant field (Food Safety HACCP) or significant experience directly relevant to the requirements of the post with demonstrably suitable skills and knowledge
- Proven experience of managing catering contracts in a multi-site environment
- Substantial experience of managing profit and loss accounts across diverse income streams/client base
- Extensive knowledge and extensive experience of all appropriate school food and allergen legislation
- Experience in preparing and cooking food to a high standard.
- Experience in delivering training either 1-2-1 or to groups
- Experience of developing efficient production methods/methods of working
- Experience of undertaking quality audits and monitoring remedial measures

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough