**Service:** Operational Services for Education

**Job Title Service Manager - Catering Role Profile**

**Band:** Band 10

**Reporting to:** Catering, Cleaning and School Crossing Patrol Service Manager

**Responsible for:** Catering Service

**About Us**

Trafford is a great place to live, work, learn and visit. **From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region’s economic powerhouse.**

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford’s huge potential.

***Our vision: Trafford – where all our residents, businesses and communities prosper***

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It’s about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



**Our Culture**

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits’ package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it’s not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER –** We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED –** We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE –** We are committed to creating an environment that values and respects the diversity and richness differences bring.

**We COLLABORATE –** We build relationships, collaborate; treat people as equal partners and work together to make things happen.

**About the Role**

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| This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.  The ‘About You’ section explores what qualifications, experience, skills and knowledge you will need for the role.  We are a values-based organisation and you will need to reflect our values, as well as the requirements in ‘About You’ in your application. |
| **Your Main Priorities**   * Strategically manage all aspects of a medium sized commercial catering business, with in excess of 350 remote staff and an annual turnover of circa £8 million. * Commercial acumen is essential in order to develop business sustainability and generate income. * Responsible and accountable for the delivery of all aspects of the catering service to deliver and develop a quality service to meet customer requirements within stringent financial targets. * Actively lead, direct and motivate the staff in delivering the service in compliance with the contract conditions and targets set in order to ensure full cost recovery and that customer base is maintained / increased. * Embed commercial practices and generate an enterprising culture based on customer needs and relationship management to retain and grow the business portfolio, whilst ensuring the service is lean and fit for purpose and constantly striving to reduce its overheads and investing in the development of its services and products. * Embed safeguarding and promoting the welfare of children and young people ensuring all staff share this commitment in line with Working Together 2018. * This role is subject to an enhanced DBS check.   **Key duties**   * Provide leadership to embed a strategic approach to the management and development of the service that results in a more effective front line delivery. * Influence and work in partnership with key stakeholders contributing towards the development and sustainability of business, offering innovation and challenge in service development to meet all key objectives. * Provide a clear specialised approach to budget management (price setting) as the post holder works in a unique environment. The operation is a fully commercial enterprise. * Deep understanding of current and future business drivers across the catering industry and ensure changes arising from the business process re-engineering activities are supported and implemented. * Provide operational management support to the service mobiles, chefs and staff, across school catering, the Terrace Restaurant and internal / external events, such as the greater Manchester marathon. Leading on sickness absence for all catering staff (circa 360 staff) spread across 71 sites, part time and split hours / locations and remote working staff. Also to lead on staff recruitment needs and staffing rota’s. * Establish and maintain effective management communication systems and processes across the service ensuring that all employees at all levels are fully aware of their respective roles, functions and responsibilities. * Provide strong leadership and direction and ensure the effective performance management, motivation and development of the kitchen management teams and staff. Leading on staff consultation relating to reductions / increases in staffing hours and changes to work patterns. * Ensure effective joint working and planning with all external partners so as to promote the service, function and influence in relation to all aspects of the service. * Produce tenders that support and expand the business portfolio whilst maintaining a quality service that meets the customers need. * Lead on the establishment and maintenance of systems for effective resourcing, evaluation of business process and service delivery that supports the continuous development and effectiveness of the catering service, including food supplies, repairs and maintenance contract negotiations. * Provide medium to long term planning for the stability of the services including the development of annual & 3 year business plans and the development of a marketing strategy to increase the services customer base. * Deputise in the absence of the Deputy Cleaning Manager. * Undertake other such duties in relation to the work of the service appropriate to the post as may be assigned. |

**About You**

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| **Qualifications and Professional Development**   * Degree level or relevant appropriate professional qualification / experience * Evidence of continuous professional development   **Experience and Knowledge**   * Significant experience of delivering operational services in a large organisation * Experience of developing solutions or plans over the short / long term * Experience of persuading, influencing and negotiating successfully with a range of stakeholders; handling situations involving conflict; communicating complex and contentious information to non-specialists (e.g. members of the public / service users) * Experience of planning, prioritising and allocating the workload of a team to meet deadlines and changes in priority; Supervising / managing teams * Experience of managing a multi-disciplinary team and/or complex issues in a fast changing environment * Experience of leading and motivating a team to high performance * Experience of managing budgets and undertaking key financial accounting exercises * Experience of implementing service improvements successfully * A detailed knowledge of the principles and best practice in the Catering services * Experience of working within a multi-functional service. * A working knowledge and experience of all services. * A good understanding of performance management frameworks   **Skills and abilities**   * Ability to produce operational solutions or plans over the long term * Ability to respond independently to serious problems and situations * Ability to work independently and as part of a team * Ability to provide leadership and direction * Ability to review system procedures and working practices and to recommend and implement improvements * To promote a culture that questions the status quo and encourages continued improvement. * Ability to prepare tenders and win contracts Change management * Performance Management * Collaborative style * Commercial acumen * Contract management * Excellent interpersonal skills * Excellent report writing & written skills * Excellent stakeholder management skills * Financial management * Flexible approach to work with the ability to adapt to changing demands and new organisational challenges * Innovative, strategic and critical thinking * Leadership skills * Negotiation & influencing skills * Performance management * Policy development * Politically astute * Project management skills * Resilient, curious & relentless * Solution focussed * Strategic planning   **Special Conditions**   * Car User / full driving license required * Willing and able to travel to all greater Manchester catering contract sites * DBS required * Unsocial hours/weekend work may be required |

Date prepared/revised: Transferred to new template 28/04/2022

Prepared/revised by: PV July 2022

Job Evaluation:

# Health and Safety

To operate safely within the workplace with regard to the Council’s health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

# Equalities & Diversity

To work within the Council’s Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

# Customer Care

To continually review, develop and improve systems, processes and services in support of the Council’s pursuit of excellence in service delivery. To recognise the value of its people as a resource.

# Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

# Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

**Information Governance**

Confidentiality is of prime importance.  In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature.  Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post.  Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council.  Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.