



job description

Job title: Catering Manager

Reports to: General Manager

Job purpose:

As a Catering Manager you will have the key role to manage the catering department to provide a high standard dining experience in a friendly and fast paced environment by providing tasty, nutritious meals and an excellent customer service.

Being a strong leader, actively coaching and encouraging staff development, providing ongoing training, it is a very important aspect of this role.

Reporting to General Manager, you will take responsibility that the catering provisions are consistently in line with PGL standards and safety procedures, meeting agreed financial targets

Key responsibilities:

1. Customer Focus

- Responsible to ensure all meals are provided as per published PGL menu, tasty, well presented to a high standard, on time and of consistent quality throughout every service
- Oversee meal service and dining room service flow; actively and consistently interacting with guest and staff to seek feedback to improve service
- Monitor and address immediately any quality of food issues and adequate portion sizes to be served by age group/requests
- Ensure all food provision is well stocked and presented throughout service, in line with daily catering requirements on main counter, salad bar and dining room overall Catering Standards are adhered consistently
- Implementing and maintaining a good stock rotation system, good levels of food ordering/stock in accordance with guests and staff volumes
- Responsible of maintaining and improving overall scored on feedback forms year on year
- Overseeing correct procedures of storing, preparing, cooking and serving, including correct labelling
- Upkeep of high standards of cleanliness and hygiene on all kitchen areas and equipment as well as counter service and salad bar and all areas of dining room
- Ensure the dining area is welcoming, clean environment and provision of dining utensils are available in accordance with PGL Catering Standards
- Dealing effectively with guests' and staff special requests

2. Delivering Results

- Manage stock and wastage levels to ensure optimum profitability to business
- Maintain appropriate staffing within budgetary guidelines
- Take responsibility for all financial paperwork associated with the smooth running of the department
- Ensure all financial transactions are carried out accurately and within prescribed timetables
- Take responsibility for monitoring and control of all department areas
- Advise Group Catering Manager, Finance Manager and General Manager immediately of any significant variances to budget and implement the agreed suitable plan of action where necessary/possible
- Prepare detailed budget information for all department areas and discuss with Financial Admin Manager and General Manager before passing on to Head Office

3. Teamwork

- Ensure post-training course application of skills and monitor progress of all direct reports
- Take ownership of training and development of catering staff
- Set clear and achievable objectives to Line Managers
- Ensure exit interviews are set up for all early leavers in conjunction with HR
- Actively seek to develop strong team bonding within the department and across the centre
- Motivating and inspiring catering team through exemplary leadership to delivery targets and excellence of customer experience

4. Communication

- Participating actively in Centre Management meetings and making quality contributions for benefit of business as a whole
- Holding regular meetings with team and cascades information
- Attend the catering manager's forum, and contribute to it
- Monitoring and ensuring the highest standards of service, product and presentation and compliance of statutory requirements and company policies across all areas of responsibility

5. Understand the health and safety issues of the department

- Maximising professional presentation of all dining room/café areas ensuring they are clean, tidy and appropriate
- Adhering to all regulatory issues in respect of Health, Hygiene and Safety including HACCP
- Maintaining a safe and hygienic environment for guests and staff
- Managing and achieving the best 'workflows' to maximise efficiencies
- Seeking to develop staff welfare by understanding their needs
- Ensuring safe keeping and maintenance of all equipment within your areas of control

6. Personal development in catering and centre life

- Duty Management on centre as and when required
- Assisting with centre specific duties associated with a residential activity centre
- Attending any training courses as directed by your Line Manager
- Train and develop new staff
- Seek to develop self

7. Assist with centre specific duties associated with a residential children's activity centre

- To perform all duties expected of a member of the centre Senior Team and as a Head of Department on centre. These may vary by centre, but could include; HOD meetings, on-call Emergency Support Manager shifts, Staff meetings, and general staff management issues
- Assist in other departments as required (Catering, Housekeeping and Maintenance)
- Assist at other centres across the PGL estate as required



person specification

Job title: Catering Manager

Reports to: General Manager/Centre Operation Manager

Relevant experience:

	Essential	Desirable
Experience in catering for large numbers	✓	
Completed the PGL Leadership and Management Programme (If internal)	✓	

Relevant skills/qualifications:

	Essential	Desirable
Level 3 food safety		✓
City & Guilds 7061/2 or NVQ equivalent	✓	
Management Qualification e.g. ILM I3 Award/ILM NVQ Level 3 Management		✓
GCSE Grade A-C English, Maths or Functional Skills L2 (or prepared to work towards)	✓	

Key competencies:

Competency statement	Competency Area
Role models excellent customer service behaviour	Customer Focus
Carries out regular observations to ensure team is consistently delivering a high level of service	Management
Has appropriate customer service indicators in place to measure success of self and team	Managing Self
Actively seeks and publicly acknowledges excellent customer service	Customer Focus
Identifies the root causes of customer service failings, makes changes and/or recommendations for improvement	Innovation
Intervenes in escalated customer complaints	Customer Focus
Anticipates the future needs of customers. Puts in place plans/actions to improve the customer experience	Customer Focus
Translates strategic plans into customer focused actions	Customer focus
Provides constructive feedback to individuals or other business areas	Teamworking
Contributes in a way that benefits the organisation, not just own area of responsibility	Delivering Results
Uses knowledge of team strengths to inform delegation and review styles	Teamworking
Holds regular communication meeting with team	Communication
Checks with others to ensure information has cascaded accurately to the appropriate levels	Communication
Introduces new working practices that improve our ability to deliver goals, objectives or KPI's	Managing Change
Evaluates successes and failures. Shares lessons learned with other areas of the business	Managing Change
Considers the wider and long-term business implications of alternatives before making final decision	Decision Making
Puts in place plans to ensure that service or product delivery is not adversely affected by change	Problem Solving
Investigates and instigates change that has a positive impact on goals, objective, KPI's or strategic aims	Innovation
Introduces new working practices in a way that minimises disruption to the customer, team and others	Problem Solving



safeguarding

Creates opportunities for staff and customers to suggest areas which would benefit from change	Managing Change
Creates a culture which encourages, promotes and supports innovation	Innovation
Provides a positive role model for others by demonstrating high personal standards of behaviour	Delivering Results
Ensures resources and staff are in place to meet goals, objectives or KPI's	Delivering Results
Deals promptly and fairly with difficult situation and conflict	Managing Others
Makes decisions in a fair, consistent and transparent way	Decision Making

Additional Information:

Right to Amend The company reserves the right to amend the job description in consultation with the member of staff to reflect changes in the role.

Safeguarding of Children Due to the nature of this role, PGL are required to obtain a satisfactory police check, which PGL will pay for if required. For example, if your current or primary residence is in France, the required check is the 'Extrait de Casier Judiciaire (bulletin n°3)'. If your current or primary residence is in the UK, we require an enhanced check from the 'Disclosure and Barred Service (DBS)'. Additionally, all PGL staff will need to have received two satisfactory references prior to starting employment. You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.