



job description

Job title: Catering Team Leader (TL)

Reports to: Catering Manager

Job purpose:

As a Catering TL you will provide a high standard dining experience in a fast-paced environment by providing a pleasant, safe, and efficient setting with excellent customer service. Reporting to the Catering Manager, you will take responsibility for the catering provision consistently being in line with PGL standards and safety procedures whilst meeting agreed financial targets.

Key responsibilities:

1. To ensure that the catering operation meets all laws, regulations, and policies in line with health and safety, allergen safety, food safety, PGL Standards and The PGL Food Safety Management System

- Overseeing correct procedures for preparing the dining room, and serving food including labelling, and allergy management
- Keeping high standards of cleanliness and hygiene in all dining areas
- Carry out regular daily, weekly, and monthly checks in line with the current requirements
- Adhering to all regulatory issues in respect of health, hygiene and safety including HACCP
- Monitor catering risk assessments as required
- Prepare for internal and external audits/inspections by managers, NSF, and Environmental Health
- Ensure cleaning schedules are produced and followed by all catering staff
- Ensure all food allergen policies and procedures are followed by all catering staff

2. To focus on all customers including guests, staff and visitors meeting dietary and allergen requirements ensuring quality of service

- Ensure every meal is well stocked and well presented to a high standard in line with the published menu and that this is continued throughout service
- Ensure that all those with specific dietary and allergy requirements have the same standard of meal and service
- Liaise with chefs to ensure quality, quantity, presentation, and service meets PGL standards
- Oversee all aspects of dining from preparation to service and clean down
- Address all issues with quality and quantity of food
- Presentation of the dining room including drinks stations, salad bars and general layout should be maintained at every meal and throughout each meal service
- Make sure the correct notices are displayed in line with the PGL Standards
- Work across departments to ensure optimum programming for guest mealtimes
- Use feedback to continuously improve all aspects of the catering operation
- Respond to any special requests in a timely and fair-minded way



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3. Managing, training, and overseeing the catering team to provide an excellent catering service operation

- Use the PGL monitoring, review, and STAR file system to be fully compliant across all staff in the catering department
- Programme all staff work in line with hours contracted, customer requirements and needs of the business
- Delegate tasks effectively to ensure all requirements are met
- Maintain correct staffing levels for volumes of business throughout the year
- Take ownership for training and development of the team ensuring new skills and knowledge is applied to improve the catering operation
- Set clear and achievable objectives for individuals
- Actively seek to develop a strong team ethos by motivating and inspiring through exemplary leadership within the department
- Attend departmental formal meetings
- Encourage and organise team building exercises and other activities to foster teamwork and support the welfare of all in the department
- Ensures excellent customer service is acknowledged and investigate and act on service failings

4. Manage all financial aspects of the operation to ensure maximum value for money and effective cost control

- Closely control all stock ordering to maintain the correct levels dependent on volumes
- Maintaining good stock rotation in line with guest levels
- Manage stock wastage levels reducing loses and therefore cost to the business
- Advise Catering Manager immediately of any significant stock problems
- Manage and control best workflows to maximise efficiencies
- Take responsibility for financial and stock paperwork ensuring accuracy and the meeting of deadlines

5. Manage facilities, resources, and the working environment to meet all required regulations, policies and standards

- Take responsibility for control, monitoring and cleanliness across all dining facilities
- Ensure all equipment is maintained in line with providers recommendations, regulations, and policies
- Enhance and maintain a healthy and safe working environment
- Take account of environmental concerns in running the department considering, waste, impact of actions and wider environmental issues across the centre
- Reduce, reuse, and recycle to improve the environment for all



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6. Manage yourself improving own CPD and carry out other duties required for the running of PGL centre operations

- Liaise with all other departments as required to ensure correct information flow for the catering department and across other areas of operation on centre
- Implement agreed action plans across all areas of the catering operation
- Be a positive role model not only to the catering department but to all on centre
- Seek to improve knowledge, skills and experience in catering and general management including attending training when/as required and apply learning to centre operations
- Regularly review own targets/objectives

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

- Contribute at a senior level to the day to day running of a residential activity centre, including dealing with guest and staff queries and emergency situations
- Residential staff may be asked to conduct on call duties such as Duty Manager or Emergency Support Manager cover (inclusive of overnight support) on a rota basis, or be prepared to work towards this
- Assist in other departments as required
- Assist at other centres across the PGL estate as required.



person specification

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Key competencies:

Competency statement	Competency Area
Identifies and seeks to understand customer requirements	Customer focus
Identifies the causes for customer service failings and makes recommendations for improvement	Customer Focus
Contributes positively to tasks, projects, and meetings	Team Working
Delivers interactive training with a range of delivery methods to suit different learning styles	Interacting & Presenting
Has the confidence to make decision within level of authority without referral to manager	Decision Making
Adopts a positive attitude to change and looks to improve the way we work by challenging the status quo	Change, innovation & problem solving
Proposes practical solutions that benefit the business, staff and the customer	Change, innovation & problem solving
Demonstrates commitment to PGL's vision, values and business priorities	Personal Effectiveness
Encourages development related to specific job role and future aspirations	Leading & managing people

Relevant experience:

	Essential	Desirable
A minimum of 3 months working in catering environment	✓	
A minimum of 3 months working with children and/or young people		✓
Experience of leading and managing teams in a team leader or supervisory role		✓
Experience of delivering training		✓
Experience of workplace monitoring e.g. employee observations		✓
Experience of giving constructive and developmental feedback		✓
Experience of using Microsoft Office e.g. Word, Excel, Outlook		✓

Relevant qualifications:

	Essential	Desirable
Level 3 food safety	✓	
Management Qualification e.g. ILM I3 Award/ILM NVQ Level 3 Management		✓
Completed the PGL Leadership and Management Programme (If internal)		✓
GCSE Grade A-C English, Maths or Functional Skills L2 (or prepared to work towards)		✓



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Internal candidates to have completed the Aspiring Managers Modules and passed Situational Judgement test. (Part of the Management Development Pathway on Moodle)	✓	
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person specification

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 the role, all AI/GL Team Leader employed by PGL are required to obtain satisfactory enhanced disclosures from the Disclosure and Barring Service (DBS) or a Protection of Vulnerable Groups Check (PVG), which PGL will pay for. 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.