

## Role and person profile

Post title:	<b>Managing Chef</b>	Location:	<b>Manchester</b>
Division:	<b>Finance and Corporate Services</b>	Department:	<b>Facilities Management Services</b>
Responsible to:	<b>National Catering Services Manager</b>	Responsible for:	<b>Catering Team</b>
Scale:	<b>5</b>	Cornerstone behaviours level:	<b>Manager of performers</b>
Post no:	<b>3863</b>		

### Section 1 – Accountabilities

#### Main role purpose:

Provision of a catering service for all staff and visitors at the site with particular emphasis on quality, efficiency, value for money, availability of services and customer satisfaction.

#### Key result areas:

Key result areas	Outcomes
<b>Customer (external or internal)</b>	Establishes effective customer service for all internal and external customers; ensuring productive and collaborative working relationships are formed to help maximise AQA's ability to meet its strategic objectives.
	Develops menus and recipes which are varied and reviewed on a regular basis to refresh the provision of the catering services and to cater for special dietary requirements.
	Provides a seamless and invisible service for events taking place on site by effectively working with the Facilities Services Team, providing excellent customer service and ensuring that customers' expectations are met.
	Drives a positive environment and promotes the services of the catering function, including the provision of publicity materials, customer communications, theme days and promotional events to ensure that internal and external customers have awareness of what is on offer.
	Proactively manages internal and external customer queries, when necessary, escalating where appropriate, in order to ensure that customers' expectations are managed effectively and that all queries are followed up in a timely and efficient manner, delivering excellent customer experience at all times.
	Contract manage external catering providers, including but not limited to the University of Manchester, to provide catering services for off-site events and events held on site outside of normal working hours as appropriate.
	Demonstrates commercial flexibility by undertaking other responsibilities which are of a commensurate level as business needs change.

<b>Finance</b>	Careful ordering of stock, ensuring that waste is kept to a minimum and that stock is ordered in a timely and accurate manner and in line with budgetary constraints.
	Assists in the preparation and achievement of annual budgets, accurate and informed forecasts and performance reports for the catering services, in conjunction with the Catering Services Manager and National Facilities Manager in line with financial regulations and the budgetary control process in order to assist with the development of a robust asset base.
	Develop menus and recipes within budgetary constraints.
<b>Internal processes</b>	Manage all aspects of the production and presentation of the catering services, having regard to compliance with legislation (including Food Safety, Food Hygiene and Health Safety), environment management, nutritional value and dietary requirements.
	Ensure that the AQA guidelines for the management of waste and recyclables is adhered to ensuring compliance at all times.
	Ensure the catering areas are correctly equipped, maintained and hygienically clean, including periodic deep cleaning in accordance with current legislation, liaising with the Catering Services Manager in relation to the maintenance and renewal of catering equipment to ensure that the catering function is operating at its full potential.
	Ensures the security and maintenance of the catering areas and their contents including the accounting and handling of cash, stocktaking and stock rotation.
	Promote and comply with monitor food hygiene and safety standards to ensure full compliance with Food Safety Regulations.
	Establish and maintain Hazard Analysis Critical Control Point (HACCP) policy and procedures to ensure full compliance with the current Food Safety Regulations.
	Assist in the preparation of food, where necessary, including chilled and packaged goods as well as the preparation and cooking of hot food, ensuring care and attention to the processes in place.
	Drives the design and review of food hygiene and health and safety systems relevant to the catering service provision/kitchen environment and legal regulation, ensuring a safe and compliant function.
	Ensures the timely management of the replenishment of stock to ensure that the catering function/kitchen runs to its maximum potential at all times.
	Establish and maintain all necessary systems, procedures and record keeping for the effective management of the catering services. To assist in the review and improvement of the processes and procedures operating within the team, to maximise the efficiency and performance of the team.
	Ensures AQA is safe and legally compliant by applying AQA's policies and other legislative requirements including but not limited to HSE, Equal Opportunities and ISMS.
<b>People and culture</b>	Demonstrates a positive, enthusiastic, committed and flexible attitude towards customers and fellow team members to help ensure a 'great place to work'
	Offers support and guidance to members of the Catering Team, where necessary,

	in order to ensure that performance standards are adhered to and that colleagues reach their full potential and deliver results
	Supports and inspires peers and other team members to deliver high levels of performance by modelling corporate behaviours
	Supervise the on-site Catering Services Team on a day-to-day basis and assists in the deployment and development of the team to achieve optimum individual/team performance, agreed targets and deadlines

## Section 2 – Key relationships

### Key internal relationships:

- Colleagues from across the business, including other AQA sites

### Key external relationships:

- Visitors of AQA colleagues
- Offsite customers looking for off-site catering

## Section 3 – Person profile

Knowledge	Assessment
Up to date knowledge of Current Food Safety Legislation using information from Food Standards Agency and Chartered Institute of Environmental Health	<b>A/I/P</b>
Knowledge of seasonal menus and current trends in dining and plan menus accordingly	<b>A/I/P</b>
Knowledge of Catering and Kitchen Management to ensure standards are maintained and staff are motivated accordingly	<b>A/I/P</b>
Qualification	
HND in Catering Management (or equivalent)	<b>A</b>
IOSH Managing Safely (or willing to undertake)	<b>A/I</b>
Level 4 Food Safety (CIEH)	<b>A</b>
Skills	
Supervision and leadership of catering teams	<b>I/P</b>
Menu planning	<b>I/P</b>
Good communication skills	<b>A/I/P</b>
High level of customer service and focus	<b>A/I/P</b>
Ability to train in food safety (up to level 2 CIEH)	<b>I/P</b>
Organisation and administrative skills	<b>A/I/P</b>
Proficient in the use of relevant IT systems e.g. Microsoft Office	<b>A/I</b>

Give purpose and direction and make things happen	I/P
Focus on delivery to achieve results	I/P
Able to direct and supervise a small team	I/P
Good organisation skills	I/P
Flexibility	I/P
Lead by example in the delivery of an effective and responsive service	I/P
Coach and support staff to achieve their potential	I/P
Work flexibly and adapt working style to get the best performance from staff.	I/P
Ability to resolve problems and adapt to change	I/P
Maintain constructive links with other teams and work collaboratively to deliver targets	I/P
Receive feedback and learn from mistakes for continuous self-development	I/P
<b>Behaviours</b>	
Communication	I/P
Flexibility	I/P
Customer focused	I/P
Personal contribution	I/P
Continuous excellence	I/P
<b>Experience</b>	
Significant experience in similar catering background	A/I
Supervised and directed staff on a day-to-day basis	A/I
<b>AQA's Behaviour Framework which is assessed through the selection/probation process</b>	
Assessment key (criteria to be assessed at the selection stage)	
<b>A</b> – application (it is <b>essential</b> to provide evidence on application for shortlisting purposes)	
<b>I</b> - interview	<b>T</b> – test (or work sample)
	<b>P</b> – probation