Job Description

Post: Catering Service Delivery Manager

Purpose

To challenge educational and social disadvantage in the North.

Duties and Responsibilities

- Live our mission, values and drivers every day.
- Lead catering service delivery across our trust, ensuring a co-ordinated, reliable and high-quality food offer that meets the needs of students, colleagues and academies.
- Lead strategic planning for catering service delivery including delivery of strategic priorities.
- Line manage senior catering managers and assistant catering service delivery manager, ensuring effective coaching and holding them accountable for service, people, financial and compliance outcomes across their academy groups.
- Deliver our trust-wide catering service model, working closely with the estates centre of excellence, using performance data, academy feedback, food trends and professional judgement to improve quality, uptake, consistency and value for money.
- Own catering workforce and capacity planning, recruitment standards, succession and professional development, ensuring academies have sufficient skilled leadership and operational cover.
- Hold operational accountability for food safety, allergens, health and safety and the food safety management system, working with the estates centre of excellence to implement standards, respond to assurance findings and complete remediation.
- Deliver trust-wide menu strategy and service development, ensuring balanced, inclusive and appealing food that meets agreed nutritional, dietary, allergen and affordability requirements.
- Own catering budgets, financial planning and performance, including income, food and labour costs, productivity, capital priorities and corrective action where delivery is off plan.
- Own the operational performance of outsourced and PFI catering contracts, working with senior catering managers on day-to-day provider management and escalating commercial, compliance or service risks appropriately.
- Develop effective relationships with principals, academy leaders, service relationship managers, finance, HR, procurement, the estates centre of excellence, suppliers and other partners.
- Lead catering change, mobilisation and continual improvement across academies, standardising effective practice and identifying opportunities to simplify, redesign or automate activity.
- Provide clear assurance and reporting on service performance, compliance, workforce, finance, contracts and risk, escalating material concerns and decisions at the appropriate time.
- Work flexibly across academies and regions to enable effective service delivery and support wider business services priorities.
- Participate fully in strategic planning including involvement in delivery of strategic priorities.
- Engage fully in our trust's professional growth process to fulfil personal potential and contribute effectively to our trust's strategic priorities.
- Attend meetings and training and carry out administrative tasks and duties as specified on our trust and academy calendars.
- Consistently implement all trust policies and contribute to decision-making and consultation procedures.
- Report any safeguarding concerns immediately to a designated safeguarding lead.
- Carry out any other reasonable duties as requested by the head of service delivery.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed annually.