# Person Specification

## Post: Catering Service Delivery Manager

| Attributes | Essential | Desirable | How identified |
|---|---|---|---|
| **Qualifications** | • GCSE Grade 4 or above in English and mathematics, or equivalent<br>• Full UK driving licence and access to a suitable vehicle for trust-wide travel, subject to reasonable adjustments | • Relevant catering or hospitality qualification<br>• Level 3 food safety qualification or above<br>• Relevant leadership or management qualification | • Application<br>• Certification |
| **Experience** | • Values and service driven<br>• Leadership of complex, multi-site catering operation<br>• Leading staff to deliver high performance<br>• Improving service quality, consistency, customer experience and meal uptake<br>• Managing budgets, labour and food costs and taking corrective action<br>• Ensuring food safety, compliance and effective supplier management | • Leading catering services within education or the public sector<br>• Working in an inner-city area of high deprivation<br>• Managing PFI or outsourced catering arrangements<br>• Leading capital investment or major equipment programmes<br>• Using data, customer feedback and professional judgement to drive measurable improvement | • Application<br>• Interview<br>• References |
| **Knowledge and skills** | • Strong knowledge of multi-site catering operations, food safety management systems, HACCP and allergen controls<br>• Set service standards, interpret performance information and provide clear assurance<br>• Lead change, manage competing priorities and take proportionate decisions<br>• Confident and differentiated communication with stakeholders at all levels<br>• Commitment to safeguarding | • Knowledge of school food standards, nutrition and current education catering trends<br>• Understanding of procurement, contract management and capital planning<br>• Understanding of what makes a Dixons academy different and successful<br>• Knowledge of workforce planning, performance management and professional development | • Application<br>• Interview<br>• References |
| **Character** | • Strong moral purpose and drive for improvement<br>• Mission-aligned<br>• Humble and kind<br>• Motivated, enthusiastic and flexible<br>• Excellent interpersonal skills<br>• Good sense of humour<br>• Desire to develop yourself<br>• Ability to give, receive and act on feedback<br>• Strong attention to detail<br>• Ability to work under pressure<br>• Commitment to the full life of the academy | • Willingness to offer extra-curricular provision | • Application<br>• Interview<br>• References |