

CATERING MANAGER

**Salary £25K - £28K circa per annum (FTE)
London**

Ruach City Church provides catering and refreshments at our church services, and we also cater for our weekly activities and church events.

We have a fantastic opportunity to appoint a Catering Manager to manage our catering operation. You need to be commercially aware, self-motivated and experienced in hospitality food preparation and legislation, as well as passionate in providing an excellent service in a busy environment, working with our staff & catering volunteers.

Within the role you will manage our Ruach Takeaway, Ruach Café, and catering provisions, including menu planning, budget and stock control. You will also develop the catering volunteer team and ensure health and safety policies are met to a high standard.

We are looking for the successful person to have:

- Food hygiene/Catering qualification and good finance knowledge;
- Catering to a good standard – cooking, presentation, and
- Experience of managing, supervising and developing a team.

The role will involve flexible working including weekends, evenings and public holidays, when required.

For further details or to submit an application please visit our website:
www.ruachcitychurch.org

To request an application pack, please email:
HR@ruachcitychurch.org or telephone: 020 8678 6888 (option 1) or
visit: Ruach City Church 122 Brixton Hill, London SW2 1RS.

Closing date for completed applications: 11th March 2019

Ruach City Church supports equal opportunities and welcome applications from all members of the community. No agencies please.

JOB DESCRIPTION

JOB TITLE:	Catering Manager
DEPARTMENT:	Order my Steps (OMS)
REPORTING TO:	Head of Property & Facilities
HOURS:	Up to 35hpw / Monday – Sunday (flexible working)
LOCATION:	Ruach City Church locations

JOB OVERALL OBJECTIVE:

- a) To effectively co-ordinate and provide a comprehensive, effective and high performing services of the Ruach Takeaway, Ruach Café, refreshments and catering operation of the multi-sites at Ruach City Church (RCC).
- b) To ensure that all records, policies, regulations, services, compliance, health, and safety procedures relating to the provision of food and drink for RCC are in line with legislation, good practice and high standards.
- c) To manage and prioritise own workload to deliver a professional service to customers, stakeholders and ministries of RCC.

Additional Contextual Information

Establish and maintain good working relationships with managers and teams to facilitate teamwork.

KEY TASKS / MAIN DUTIES:

a) Policies, Training and Development

Aiming for Excellence

1. Implement and maintain food hygiene/catering policies, procedures, documents, training and guidelines (e.g. preparation/serving guidelines) updated in line with legislation, food safety, general food hygiene regulations and good practice ensuring compliance.
2. Lead on the communication and implementation of food hygiene/catering policies, procedures, processes and good practice.
3. Work in accordance with RCC health & safety guidelines, especially in relation to HACCP, COSHH, hazards, accident reporting, minimising potential risks.
4. Report all maintenance issues, complaints and incidents in accordance with RCC policies & procedures in a timely manner.
5. Deliver a high standard of performance in assigned area of responsibility to deliver the department aims and objectives.
6. Comply with regulations, best practice and in-house policies such as data protection and confidentiality.

Working Together

7. Establish and maintain good working relationships with colleagues, ministry teams and stakeholders to ensure our catering plan is delivered to agreed targets.
8. Provide accurate, easy to understand catering information, reports or analysis which may be requested by colleagues, senior management or trustees.

Respecting each Other

9. Attend food hygiene and health & safety training as appropriate, and lead on delivering catering and relevant health & safety training to Ruach staff and volunteers to inspire and achieve high standards.
10. Keep up-to-date with current food hygiene legislation, changes and good practice.
11. Undertake self-development and learning opportunities as required for the development of the role.

b) Operational management

Aiming for Excellence

1. Manages, coordinates and oversees the day-to-day food service operation at RCC, including the Ruach Takeaway, Ruach Café, weekly refreshments, lunch and catering for events and meetings.
2. Supervise Ruach Takeaway, Ruach Café and other volunteers and staff to provide the highest standards of food and drink preparation and presentation for all catering/refreshments requirements.
3. Plan, develop, analyse and modify the catering/refreshments menus in terms of content and price, innovation and creativity, providing a diverse, healthy and value for money menu selection to meet the customer's needs, maximising both quality and profitability.
4. Manage the storage of all catering supplies and resources, maintaining food hygiene regulations and security.
5. Promote and raise the profile of Ruach Takeaway and Ruach Café at RCC locations and Ruach's hospitality service.
6. Supervise and assist in the setup, serving and cleaning of the serving area, food, equipment and supplies.
7. Provide weekly reports on plans, activities and income received to senior management.

Working Together

8. Build and maintain good working relationships with suppliers.

Acting with Integrity

9. Lead on the procurement of best value catering suppliers, and manage the purchase of all catering supplies and resources within budget, and request approval for any large expenditure over personal limit from senior management.
10. Ensure equipment and catering areas are clean, properly operated, maintained and reviewed in line with legislation and good practice.

c) Financial responsibilities:

Acting with Integrity

1. Lead on the achievement of agreed turnover and profit margin targets, as well as a strategy to increase sales.
2. Analyse monthly the income and expenditure of Ruach Takeaway, Ruach Café and all Catering budgets.
3. Reconcile cash/card payments taken against till readings at the end of each trading day and ensure it is delivered securely to the Finance department.

d) People management:

Working Together

1. Supervise, manage, motivate and coach the Ruach Takeaway, Ruach Café staff and volunteer team.
2. Assist in the recruitment, orientation and training of employed and volunteer staff in the Ruach Takeaway, Ruach Café and Catering teams, and assist in providing direction and goals for the teams.
3. Manage the Ruach Takeaway, Ruach Café and Catering employed/volunteer team rotas ensuring appropriate cover.

Empowering each Other

4. Deliver robust performance management ensuring the team is clear about their responsibilities, every member of staff is appraised and provided feedback regularly including 1:1s, appraisals are documented and personal development plans are in place for all staff.

e) Customer Service standards:

Aiming for Excellence

1. Develop, communicate and maintain customer service standards and levels in accordance with Ruach City Church's AWARE values to deliver service excellence.
2. Deliver and promote customer service which is welcoming, professional, helpful and efficient approach to staff and volunteers when dealing with all personnel on the telephone, face-to-face, by email and through all communication forums.
3. Ensure customer confidentiality and compliance with data protection in handling personal information.
4. Deal with complaints or complex cases effectively.
5. Participate in achieving service standards and key performance indicators / goals.
6. Act as a role model in service delivery.
7. Represent the organisation in a professional manner in all activities and in line with organisation values.

f) General:

Aiming for Excellence

1. Demonstrate behaviours which promote Ruach City Church's AWARE values in all areas of the role, procedures and processes.

2. Proactively identify problems/challenges directly relating to Ruach City Church services and offer creative solutions for them.
3. Comply with Ruach City Church's health and safety policy, reporting any matters of concern to the Health and Safety representative.
4. Comply with Ruach City Church's data protection policy, reporting any matters of concern to the designated Data Protection lead.
5. Promote the interests of Ruach City Church, its networks and its policies in all areas of work.
6. Undertake personal and professional development as required for the role. Keep abreast and up-to-date with professional development issues, legislative changes and best practice.
7. Carry out any other duty commensurate with this role at the request of Senior Management.

Working Together

8. Attend staff meetings and training and other meetings as appropriate to the role.

Acting with Integrity

9. Ensure 'best value' by ensuring staff resources (employees and volunteers) are deployed effectively and efficiently.

Respecting each Other

10. Promote Ruach City Church's Equality and Diversity policy and practices in all aspects of duties in relation to our congregation, visitors, staff, volunteers, contractors, consultants, customers and general public.

Job Dimensions	
Staff:	Ruach Takeaway, Ruach Café and Catering staff and volunteers
Stakeholders:	<ol style="list-style-type: none"> a) Colleagues b) RCC Partners & other volunteers c) General public d) Service providers and contractors
Budgets:	Catering budget, including income generation targets and profit ratios/margins
Assets:	Catering equipment and supplies
Information:	Information relating to Catering activities
Volumes:	4 worship centres: Brixton, Kilburn, Walthamstow & Birmingham [with Norbury under development]
Legal or compliance:	Compliance with Health & Safety, HACCP, COSHH and Food Hygiene Regulations

PERSON SPECIFICATION

JOB TITLE:	Catering Manager
DEPARTMENT:	Order my Steps (OMS)
REPORTING TO:	Head of Property & Facilities
LOCATION:	Ruach City Church locations

	Essential	Desirable
Knowledge & Qualifications		
Evidence City & Guilds Hospitality and Catering qualification or similar with a minimum Level 3 NVQ/QCF	✓	
Knowledge of food hygiene, food safety nutrition issues, allergens, appropriate catering good practice and health & safety, including HACCP, COSHH and Food Hygiene qualifications	✓	
Evidence of Level 4 Award in Managing Food Safety in Catering		✓
Knowledge of stock management within a catering environment, including purchasing, stock control, safe storage	✓	
Knowledge of catering for a diversity of people, including provision of a varied menu that meets different dietary and other needs	✓	
Experience		
Evidence of experience of implementing food hygiene, health and safety practices / procedures for provision of catering services in the food service industry	✓	
Experience of working with volunteers, or relevant experience of working with people with diverse needs and abilities	✓	
Experience of preparing management or relevant information written and verbally for a variety of purposes and audiences, including the ability to promote Ruach City Church effectively at internal / external meetings	✓	
Experience of delivering customer excellence to customers, staff and stakeholders	✓	
Experience of planning, coordinating and monitoring various catering services and menus relating to food and equipment procurement, nutritional and safety requirements, catering personnel, financial efficiency and operational efficiency	✓	
Working with a diverse variety of staff and customers in a faith based setting		✓
Skills		
Excellent customer service skills	✓	
Management skills with the ability to problem solve, delivering clear solutions / outcomes and make good judgements	✓	
Work to high standards with minimum supervision	✓	
Good verbal and written communication skills, with the ability to speak to groups as well as individuals and to write clear procedures and reports	✓	
Able to prioritise workload, use initiative, set objectives, manage time effectively and develop and implement plans.	✓	
Good administration and IT skills and able to use modern IT tools including Microsoft Office.	✓	
Team player with the ability to work well with others in a multi-denominational and multi-site context, and contribute to a positive team environment.	✓	
Good negotiating skills to achieve best value	✓	
Good financial management skills	✓	

	Essential	Desirable
Self-motivated and enthusiastic with an ability to operate effectively and accurately under pressure.	✓	
Skills		
An ability to plan and implement training and development programmes to staff and volunteers within a restricted budget ☒	✓	
Proactive in identifying problems or areas in need of improvement and providing solutions resulting in continuous improvement	✓	
Commitment		
<u>Professional/Policies</u>		
Commitment to deliver excellent customer service	✓	
Demonstrate and promote Ruach City Church's AWARE values in all areas of work and role	✓	
Commitment to high standards of food hygiene and food safety in providing a catering service to diverse customers.	✓	
Awareness and commitment to Ruach food hygiene, catering policies and procedures, statutory legislation and guidance.	✓	
Maintain the highest standards of personal hygiene, cleanliness and presentation, wearing appropriate uniform at all times	✓	
Commitment to work consistently to accepted practice, policies and procedures	✓	
Commitment to demonstrate and promote strict confidentiality and data protection principles	✓	
Adhere to Health & Safety legislation and promote Ruach City Church's Health & Safety policies.	✓	
Adhere and promote Ruach City Church's equality and diversity policies.	✓	
<u>Personal</u>		
A lifestyle in choices, words and practice demonstrating characteristics that are in harmony with Christian values, including reliability and integrity	✓	
Agreement with Ruach City Church values	✓	
Willingness to travel between Ruach City Church locations and wherever reasonably required for the role	✓	
Able to work unsociable hours and attend evening meetings, when required	✓	
Other		
Ability to stand for extended periods of time	✓	
Current clean driving licence and willingness to drive a company minibus/ vehicle (low driving penalty points may still be considered)	✓	