

Job Description & Person Specification



Job Title	Mobile Kitchen Manager
Division/Location	Education Catering, Devon Norse – Multiple Sites
Reporting to	Key Account Manager
Weekly Hours	TBC by Location & Site
Grade/Salary	TBC by Location & Site

Job Description

The Role:

Organise, inspire and manage the on-site catering team; ensuring completion of the preparation, cooking, presentation and service of food and beverage outlets to students and staff alike are always ready on time and are both inviting and well stocked, providing customer satisfaction at all times.

Main Responsibilities

- Ensure the team operates and abides with all aspects of the current Health and Safety at Work and the Food Safety Act and all other relevant legislation at all times.
- Ensure the team is following all company and divisional policies, procedures and standards set out to them.
- Promote and encourage healthy food choices.
- Ensure the team and yourself provide excellent customer service at all times.
- Manage the team’s safe use and storage of chemicals, cleaning equipment and personal protective equipment.
- Ensure the effective management and rotation of food stock items.
- Day to day preparation and cooking of food to agreed standards and procedures.
- Liaising with transport/delivery of meals providers to schools (if appropriate) .
- Interviewing potential candidates for the team when required.
- Manage and oversee any cash handling during break and lunch services, cashing up, reconciliation of tills, recording all income and banking monies as per agreed guidelines and procedures (if appropriate)
- Provide, when necessary, induction and on the job training to staff.
- Complete all kitchen documentation on daily, weekly and monthly basis e.g. Trading Return, Stock take etc.
- Ordering of food and cleaning materials.
- Be allergy aware and ensure special dietary needs are met.
- Manual handling including setting up and clearing down the dining hall tables and chairs/ benches.
- Maintain good communications and relationships with school staff, pupils, account management team and all other work colleagues.

Approval/Review Date			
Approved by Operations Director:		Date	
		:	
Approved by HR Director:		Date	
		:	

- Report any building or equipment faults to the Key Account Manager and/or to the school where necessary
- Undertake continuous professional development within the industry
- Demonstrate personal commitment to the Norse Way CSR strategy

Other Duties

The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager.

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

Quality – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

Innovation – We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.

Respect – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

Trust – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it.

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	Intermediate Level Qualification in Food Hygiene	Essential	AF/I
	Knowledge of basic Health and Safety requirements	Essential	AF/I
	Knowledge of Manual Handling	Essential	AF/I
	Knowledge of Menu Costing	Essential	AF/I
	Knowledge of using an electronic tablet/ PC with basic software and complete manual bookwork	Essential	AF/I
	Advanced level in Food Hygiene and/or Nutrition	Desirable	AF/I
	Understanding of budgetary controls	Desirable	AF/I
Experience	Experience in effectively leading a catering	Essential	AF/I

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	team in a busy environment		
	Previous experience in management of food stocks	Essential	AF/I
	Previous education catering service / experience	Desirable	AF/I
Skills/Abilities	Capable of working to your own initiative	Essential	I
	Capable of making decisions that affect customer service	Essential	I
	Able to communicate well with colleagues and customers	Essential	I
	Ability to work in a deadline driven environment	Essential	I
Other Requirements	Full UK Driving Licence to meet the travel requirements of the role	Essential	AF/I
	Currently holds an enhanced DBS or able to attain at short notice	Essential	AF/I

General
<p>Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.</p> <p>It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.</p> <p>The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.</p> <p>We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.</p>

Agreement	
Employee Name:	Date:
Employee Signature:	

Approval/Review Date			
Approved by Operations Director:		Date	
		:	
Approved by HR Director:		Date	
		:	