



job description

Job title: Catering Manager

Reports to: General Manager/Facilities Manager

Job purpose:

As a Catering Manager you will provide a high standard dining experience in a fast-paced environment by providing appetising, nutritious meals and excellent customer service. Reporting to General Manager, you will take responsibility for the catering provision consistently being in line with PGL standards and safety procedures whilst meeting agreed financial targets.

Key responsibilities:

1. To ensure that the catering operation meets all laws, regulations and policies in line with health and safety, allergen safety, food safety, PGL Standards and The PGL Food Safety Management System

- Overseeing correct procedures for storing, preparing, cooking and serving food including labelling, temperature checks and allergy management
- Keeping high standards of cleanliness and hygiene in all kitchen and dining areas
- Carry out regular daily, weekly and monthly audits in line with the current requirements
- Adhering to all regulatory issues in respect of health, hygiene and safety including HACCP
- Monitor and update catering risk assessments as required
- Prepare for and conduct internal and external audits/inspections by managers, NSF and Environmental Health
- Ensure cleaning schedules are produced and followed by all catering staff
- Ensure all food allergen policies and procedures are followed by all catering staff

2. To focus on all customers including guests, staff and visitors meeting dietary and allergen requirements ensuring quality of food and service

- Ensure every meal is appetising, well stocked and well presented to a high standard in line with the published menu and that this is continued throughout service
- Ensure that all those with specific dietary and allergy requirements have the same standard as of meal and service
- Oversee all aspects of dining from preparation to service and clean down
- Ensure recipes are followed using the correct ingredients
- Address all issues with quality and quantity of food
- Presentation of the dining room including drinks stations, salad bars and general layout should be maintained at every meal and throughout each meal service
- Make sure the correct notices are displayed in line with the PGL Standards
- Work across departments to ensure optimum programming for guest meal times
- Use feedback to continuously improve all aspects of the catering operation improving overall scores on the different feedback reports anticipating future needs
- Deal with any special requests in a timely and fair-minded way



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3. Managing, training and overseeing the catering team to provide an excellent catering service operation

- Use the PGL monitoring, review and STAR file system to be fully compliant across all staff in the catering department
- Programme all staff work in line with hours contracted, customer requirements and needs of the business
- Delegate tasks effectively across the department to ensure all requirements are met
- Maintain correct staffing levels for volumes of business throughout the year
- Take ownership for training and development of the catering team ensuring new skills and knowledge is applied to improve the catering operation
- Set clear and achievable objectives for the department and individuals
- Actively seek to develop a strong team ethos by motivating and inspiring through exemplary leadership within the department
- Hold departmental formal meetings to cascade information and to receive feedback to pass on to the General Manager
- Encourage and organise team building exercises and other activities to foster team work and support the welfare of all in the department
- Ensures excellent customer service is acknowledged and investigates and acts on service failings

4. Manage all financial aspects of the catering operation to ensure maximum value for money and effective cost control

- Closely control all stock ordering to maintain the correct levels dependent on volumes
- Maintaining good stock rotation in line with guest levels
- Manage stock wastage levels reducing losses and therefore cost to the business
- Advise Group Catering Manager and General Manager of any significant variance to budgets as soon as it is known about
- Prepare detailed budget information for discussion with the General Manager
- Manage and control best work flows to maximise efficiencies
- Take responsibility for financial paperwork associated with the department ensuring accuracy and the meeting of deadlines

5. Manage facilities, resources and the working environment to meet all required regulations, policies and standards

- Take responsibility for control, monitoring and cleanliness across all catering facilities
- Ensure all equipment is maintained in line with providers recommendations, regulations and policies
- Enhance and maintain a healthy and safe working environment
- Take account of environmental concerns in running the department considering, waste, impact of actions and wider environmental issues across the centre
- Reduce, reuse, and recycle to improve the environment for all



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6. Manage yourself improving own CPD

- Liaise with all other departments as required to ensure correct information flow for the catering department and across other areas of operation on centre and across PGL
- Implement agreed action plans across all areas of the catering operation
- Be a positive role model not only to the catering department but to all on centre
- Seek to improve knowledge, skills and experience in catering and general management including attending training when/as required and apply learning to centre operations
- Regularly review own targets/objectives

7. Assist with centre specific duties associated with a children's residential activity centre

- Contribute at a senior level to the day to day running of a residential activity centre, including attending and contributing to HOD and H & S meetings, dealing with staff queries and emergency situations
- Conduct on call duties, such as Duty Manager or Emergency Support Manager cover (inclusive of overnight support) on a rota basis
- Assist in other departments as required
- Assist at other centres across the PGL estate as required.



person specification

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Key competencies:

Competency statement	Competency Area
Identifies and seeks to understand customer requirements	Customer focus
Actively seeks customer feedback and uses it to improve the customer experience	Customer Focus
Contributes positively to tasks, projects and meetings	Team Working
Chooses the appropriate level and method of communication for the audience	Communication
Produces quality work within budget which consistently meets due dates and deadlines	Delivering Results
Has the confidence to make decision within level of authority without referral to manager	Decision Making
Actively looks to improve the way we work, promotes a culture of continuous improvement	Managing Change
Recommends practical solutions which resolve the problem and remove or reduce the root causes	Innovation & Problem Solving
Demonstrates an appropriate degree of knowledge of PGL and our industry	Commitment & Values
Identifies individual and team motivators, provides motivation and encouragement to others	Managing People

Relevant experience:

	Essential	Desirable
Experience in catering for large numbers	✓	

Relevant qualifications:

	Essential	Desirable
Level 3 food safety	✓	
City & Guilds 7061/2 or NVQ equivalent	✓	
Management Qualification e.g. ILM I3 Award/ILM NVQ Level 3 Management	✓	
Completed the PGL Leadership and Management Programme (If internal)	✓	
GCSE Grade A-C English, Maths or Functional Skills L2 (or prepared to work towards)	✓	



person specification

Additional Information:

Right to Amend The company reserves the right to amend the job description in consultation with the member of staff to reflect changes in the role.

Safeguarding of Children Due to the nature of this role, PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS), which PGL will pay for. Additionally, all PGL staff will need to have received two satisfactory references prior to starting employment.

You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.