

Job Description

- Job Title:** Catering and Trading Operations Manager
- Location:** Williams' Kitchen and Explorers Soft Play, Aylsham Rd, Norwich
- Responsible to:** Business Development Director
- Responsible for:** Chef, Catering Assistants, Soft Play and Hospitality Staff
- Job Purpose:** To manage the catering and soft play operation at YMCA Aylsham Road; café, event catering, meeting hire catering, children's parties and catering for the Muddy Puddles Nursery. Ensuring at all times we offer excellent customer service and that the work is undertaken to budget and in accordance with Health and Safety legislation, Environmental Health Guidelines and Food Hygiene requirements.

Main Responsibilities

Service Delivery

- Motivating, coaching and developing your team;
- Ensuring excellent levels of communication between the team;
- Ensuring excellent levels of customer service standards;
- Ensuring the dining areas and the soft play are presented to a high standard;
- Ensuring the highest standards of cleanliness are maintained;
- Maximising sales opportunities whilst managing costs to budget;
- Ensuring high food quality is maintained;
- Ensuring all health & safety standards are adhered to managing stock control;
- Overseeing the training and development of apprentices and volunteers;
- Preparing and cooking of all foods;
- Ensuring the till system is kept up to day and reporting accurately;
- Undertaking the daily cash up process;
- Creating menus and recipes within budget considerations;
- Negotiating with food and equipment suppliers;
- Developing the marketing plan in conjunction with the M&F department;
- Facilitating the hiring of space, booking of events and the community involvement in YMCA Aylsham Road;
- Liaising with Nursery Team over children's food requirements;
- Representing YMCA Norfolk to external authorities such as Environment Health;

Safeguarding

- To ensure that YMCA Norfolk's Safeguarding Procedures, Policies and Operational Guidance are delivered in line with our values and ethos.
- To ensure the primacy of safeguarding children, young people and adults within or connected to YMCA Norfolk.
- To promote the welfare of children, young people and adults within or connected to YMCA Norfolk.


Internal Communications

- To ensure effective liaison with all departments regarding relevant issues and information.
- To ensure confidentiality practices and data protection is upheld in line with policy and legislation.

Development

- To contribute in monthly team meetings to further the current work in line with the Organisations vision and strategy.
- Attend and participate in regular one to one line management and an annual appraisal.

Performance Management

- To adhere to all lone working policies and risk assessments provided for you by YMCAN.
 - To be alert to and manage risk effectively in all locations.
 - To implement and adhere to policy and practice in relation to health and safety and food hygiene in all aspects of the postholder's work.
 - To adhere to the postholder's own responsibilities to health and safety and good hygiene within the workplace, and to colleagues, service users and the general public.
 - To adhere to all lone working policies and risk assessments provided for you by YMCAN.
 - To actively take part in required mandatory training as part of the yearly cyclical training calendar.
 - To operate within clear professional boundaries and work within YMCA Norfolk's Staff Code of Conduct.
 - To operate within the Behaviours Framework embedded across the organisation.
 - To implement and adhere to YMCA Norfolk's Policy and Procedures at all times.
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Involvement

- To actively encourage a culture of involvement and inclusion of young people in the work and life of YMCAN.
- To engage in wider involvement opportunities and activities of YMCAN.

Equality and Diversity

- To act in accordance with YMCAN's equality, diversity and inclusion policy and procedures, to ensure that the Association is compliant with legal and regulatory requirements.

Christian Ethos

- To work in line with the ethos of the organisation across the service area.
- To ensure all policies, procedures and working practices within the service area support the Christian identity and values of the organisation.

To carry out any other tasks that may be required from time to time in accordance with the post holder's capabilities and the changing working environment.

Terms and Conditions

Pay:	£31,000 per annum
Hours:	37.5 hours per week
Contract:	Permanent
Annual Leave:	33 days (pro rata) per annum inclusive of Bank and Public Holidays.
Pension:	Access to contributory stakeholder pension scheme after 3 months
Notice Period:	3 Months
Conditions of Appointment:	Satisfactory references and satisfactory DBS check.
In Service Training:	Time allowed for in-service training, subject to budgetary provision.



<p>Scale Staff</p> <p>Sites</p>	<p>Responsible for Chef, Catering Assistants, Soft Play and Hospitality Staff</p> <p>The post holder will be based in Norwich but visits to other YMCAN sites may be required.</p>
<p>Discretion to Act</p>	<p>The Post holder can recommend expenditure to be approved by the Business Development Director. They hold no budget setting or responsibility.</p>
<p>Environment</p> <ol style="list-style-type: none"> 1. YMCA Norfolk operates on a 24 hour, 365 days per year basis. 2. Unsocial hours 3. Risk 	<p>In extreme circumstances, the post holder may need to be contacted in the event of an emergency related to their Service Area.</p> <p>Covering shifts as required, occasional meetings and social events will require working evenings and weekends.</p> <p>The level of risk is assessed as low/medium. The Post holder provides catering for a supported housing environment with those who are vulnerable and in housing need. There is a risk of violence both directed at staff, between residents, and directed by residents on themselves. The risk is managed and mitigated through a number of interventions including training in core skills, risk assessments and regular reviews of residents and a strong policy and procedure framework.</p>



Person Specification

Job Title	Catering and Trading Manager	
Category	Essential	Desirable
Knowledge	<p>K1 - Knowledge of Health and Safety, Environmental Health and Food Hygiene requirements</p> <p>K2 - Basic knowledge of COSHH</p>	
Skills	<p>S1 – Excellent customer care skills</p> <p>S2 – Able to develop and motivate team in fast pace environment.</p> <p>S3 – Planning and organising skills</p> <p>S4 – Excellent Commercial Skills</p> <p>S5 – Leadership skills with an ability to demonstrate a hands-on approach to your work</p> <p>S6 - Ability to uphold and implement YMCA’s values and core policies, including Equal Opportunities</p> <p>S7 - Ability to communicate clearly both verbally and in writing</p> <p>S8 - Have a non-judgemental, empathic attitude towards people experiencing difficulties</p> <p>S9 - Ability to maintain confidentiality and professional boundaries in the workplace</p> <p>S10 - Ability to follow standardised work processes accurately and exercise judgement and initiative within designated areas of responsibility</p>	<p>S13 - Ability to develop an understanding and knowledge of the organisation and the variety of services provided</p>



	<p>S11 - Ability to work to a brief and participate as a team member</p> <p>S12 - Ability to adapt to change and undertake self –development and training</p>	
Aptitude	<p>A1 – Able to communicate effectively at all levels</p> <p>A2 – Excellent attention to detail and rigorous approach to best practice</p> <p>A3 - Able to develop strong positive working relationships with colleagues</p> <p>A4 - Able to demonstrate a clear commitment to excellence in service delivery</p>	
Experience	<p>E1 - Experience of working to tight schedules and juggling competing priorities</p> <p>E2 – Previous hospitality management experience</p>	<p>E3 – Previous coffee shop experience</p> <p>E4 – Previous soft play experience</p>
Education	<p>Q1 - Food Hygiene Certificate</p> <p>Q3 – NVQ Level 2 in Catering or Food Preparation and Cooking Level 2</p>	<p>Q2 - Evidence of recent relevant training</p>
Christian Ethos	<p>V1 - In sympathy with the Christian Identity of the YMCA</p>	
Personal Qualities	<p>P1 - Able to present self and work effectively</p> <p>P2 - High levels of honesty, integrity and discretion</p> <p>P3 - Able to identify with the YMCA’s commitment to the welfare of children and young people</p> <p>P4 - Able to speak English language</p>	





<i>Circumstances</i>	C1 - Able and willing to work unsocial hours C2 - Able to make own travelling arrangements	
<i>Health</i>	H1 - Able to meet the requirements of the post with or without reasonable adjustment	
<i>Equality and Diversity</i>	O1 - An understanding of equality and diversity	

