

**Job Description**

Job Title Food Services Manager

Department: Food Services and Hospitality

Accountable to: Head of Food Services and Hospitality

Responsible for: Deputy Food Services Manager, Food Service Supervisors, Food Service team

**Main purpose of job** Responsible for the overall operation of the dining and eating areas across the School, including the State Dining Room, Temple Room, Snug, Music Room, Blue Room and other private ancillary dining areas.

Ensures the smooth running of dining and eating areas, and the maintenance of service quality and cleanliness standards.

Strives to continually improve Pupil, Parent, Guest and Colleague satisfaction.

**Context:**

Stowe School occupies Stowe House and about 200 acres of the Stowe estate, and is located in Stowe’s world-famous landscape gardens set in 880 acres. Stowe School is an independent co-educational boarding School with approximately 895 pupils. There are around 400 full and part-time staff, with approximately 80 staff and their families living on site. The National Trust manages the landscape gardens and opens the grounds to over 100,000 visitors a year. Stowe House is open to the public during the School holidays and, for guided tours, during term time.

Stowe School is committed to safeguarding and promoting the welfare of children and expects all staff to share in this commitment.

**Values and Behaviours:**

The post-holder is expected to act professionally at all times and in accordance with the standards of behaviour and code of conduct outlined in the staff handbook and below.

The Stowe Community is committed to working together to achieve Stowe’s aims and objectives. It is a Christian community that aspires to excellence through working efficiently whilst being responsive to change, adding value where possible and using resources wisely. We collaborate to work both as individuals and as members of a team, communicating and consulting often and openly to the highest standards. We act with integrity and treat each other considerately, valuing diversity and rejecting discrimination. We operate within the appropriate laws and regulations. We are accountable to each other and to our pupils, parents, governors, trustees and visitors. The Stowe Community is both environmentally and socially responsible, recognising the importance of an appropriate work/life balance.

**Key Responsibilities and Accountabilities:**

* To continually meet the service expectations of pupils, parents, external guests and colleagues by driving innovation and excellent service delivery standards.
* Lead and manage the Food Services Team ensuring consistently high standards are achieved.
* To recruit and develop Food Service Team Members.
* To ensure the delivery of Food Safety compliance and Health and Safety.

**Key Tasks:**

1. Responsible for the day-to-day operation of School dining/eating areas and pantry areas, including overseeing the supervision of the Food Service Team, including evening and weekend team members.
2. Leads the service team in an encouraging and supportive way through coaching and setting clear standards for the core offer and hospitality.
3. Responsible for the appropriate staffing levels, covering a range of shift patterns, to ensure that the service and operational needs for the School are met in full, and that rotas are complete and up to date.
4. Works closely with the Executive Chef to bring innovation and creativity to the food offer from a service delivery perspective.
5. To take a ‘hands-on’ approach demonstrating excellent standards of customer care, food service and hospitality display. This includes; communication with pupils and guests, speed of service, food and beverage set up and delivery, and the fulfilment of special requests, instigating change when necessary.
6. Leads by example and provides inspiration and motivation, developing a team culture that demonstrates appropriate behaviours, building mutual trust and respect within the team.
7. Communicates effectively with all direct reports and attends regular meetings with the Food Services Team, addressing concerns and listening to ideas that will enhance the offer.
8. Ensures that departmental Food Safety Standards (as outlined in the Food Safety Procedures Manual - HACCP) are met in full and action is taken to rectify any breaches in compliance.
9. Oversees departmental cross charges and monthly spend against budget within Excel or the Pelican system, reporting under and overspends to Head of Food Services.
10. Ensures adequate levels of china, glassware and cutlery are available at all times, updating an inventory on a termly basis.
11. Oversees the departments’ storage areas ensuring high standards of cleanliness are maintained, and all glassware/non-perishable items are kept in an orderly fashion.
12. Develops a good understanding of the differing needs of pupils and colleagues and works with the Executive Chef to ensure that the Food Services’ operation adapts to address those differing/changing needs.
13. Coaches and develops direct reports providing constructive feedback on a regular one to one basis, encouraging team work and high performance, empowering team members to take responsibility.
14. Undertakes performance reviews on an annual basis for members of the Food Services Team, highlighting good performance and identifying areas for development that will benefit team members.
15. Responsible for identifying training needs within the team, creating a training development alongside the Head of Food Services to meet those needs.
16. Assists the Head of Food Services to seek regular yearly feedback via survey from Pupils and colleagues, and uses this information, in conjunction with the Executive Chef, to improve the food offer, servery and dining areas.
17. Meets with the Food Council on a termly basis to receive and give feedback.
18. Responds to emails and enquiries, including organising and managing booked diary events, communicating with consumers in a timely manner.
19. Use the Schools’ booking system to provide and obtain information about the requirements for events and activity in School.
20. Supports the Head of Food Services with the planning and organising of large School events such as Speech day, Leavers’ Ball and other major events.
21. Supports the Head of Food Services with project management activities to facilitate service and operational changes.
22. Ensures all records for the Food Service’s Team sickness, holiday and timesheets are complete.

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1. Takes responsibility for the department in the absence of the Head of Food Services and Hospitality.
2. Ensures compliance with all relevant School rules and regulations, and with current legislation regarding Health and Safety, in particular food safety.
3. Report immediately all damages, breakdowns, defects of equipment, utensils and fabric of working environment, to the maintenance department (where appropriate) via the School Taskmaster system.
4. Maintains the highest standards of personal hygiene and presentation.
5. Attends and participates in all pertinent meetings as requested.
6. Is expected to be present at all large School events. An example of this may be Speech day, Leavers’ Ball, large Admissions events, Campaign/Development/Old Stoics events, SEL activity.

This job description reflects the present requirements of the post and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post holder.

**Person Specification**

The selection of candidates for short-listing will be based on this specification and candidates should bear this in mind when preparing their application and completing the application form:

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| **Attributes** | **Essential** | **Desirable** |
| **Qualifications** | * Formal catering management qualification or equivalent Industry experience of no less than 10 years * A minimum of Level 3 food safety | * Food Allergen Training * Health and Safety Qualification * Level 4 Food Safety * COSHH Certificate |
| **Specialist Skills & Experience** | * Front of house leadership experience in a large Food Service Operation for at least five years * Hospitality, banqueting and event experience * Excellent organisational and time management skills * Excellent leadership and team management skills * Excellent customer/client liaison * Sound business acumen and experience of managing costs. * ECDL level IT skills in Microsoft Excel, Word and Publisher * Can articulate in both written and oral communication at various levels. | * Experience of working within an educational environment. * Experience working with an electronic recipe data base and costing system. |
| **Personal Qualities** | * A willingness to work unsocial hours and flexible shifts within a working pattern * Valid driving licence * Has an eye for detail and demonstrates exemplary standards of work and personal presentation * Has a positive “can do” attitude * Strong work ethic * Works calmly under pressure |  |