

Job Title:	Catering Manager
Reports to:	Chief Executive
Responsible for:	Second Chef/Meals on Wheels Co-Ordinator/Catering Assistants/Volunteers
Location:	Refresh, Skainos Square, 239 Newtownards Road, Belfast
Salary:	Competitive salary depending on experience and skills
Hours:	37.5 hrs per week Monday to Saturday on a rotational basis. The Refresh Café is open Monday to Friday from 8 a.m. to 3 p.m. and Saturday from 9 a.m. to 3 p.m. Flexibility outside these hours is required on occasions to facilitate function/events requirements
Leave:	23 days annual leave and 12 days public holidays
Pension:	National Employment Savings Trust (NEST)
Health Care:	An employee health care plan with Westfield is available after successful completion of probationary period
Probation:	This post is subject to a 6-month probationary period

Overall Responsibility

Refresh is East Belfast Mission's vibrant and busy café based in Skainos Square and is a social economy project of the Mission, serving quality breakfast, lunch and dinner at affordable prices. Refresh also provide a meals on wheels service for elderly clients and provides catering services for the Skainos Centre and external functions.

The Catering Manager will be responsible for the busy Refresh Team consisting of a Second Chef, a Chef/Meals on Wheels Co-Ordinator, three Catering Assistants and a team of volunteers. The Manager will be responsible for food preparation, customer service, the purchasing of food, management of budget costs and menu specifications for service providers and external functions as required.

Main areas of Responsibility

1. To effectively manage the Refresh team and prepare food to a high standard on a daily basis including breakfast, lunch, snacks catering for internal events, external catering to events, and some evening meals as required
2. To manage food serving and presentation standards for Refresh customers/clients ensuring excellent customer care is adhered to
3. To manage, motivate and ensure the training needs of all Refresh employees and volunteers are met
4. To provide a hospitality/catering service for EBM meetings and events in the Skainos complex
5. To manage and promote the external Catering Service to increase social economy revenue and further develop this service
6. To create and adapt menus where appropriate relating to the sales mix and costings
7. To manage the daily meal service for the Meals on Wheels programme and provide information to fulfil requirement from funders
8. To provide and co-ordinate a daily meal service for Nursery children on the Skainos complex

9. To ensure the security of stock in the storage rooms and to report any irregularities to the Head of Finance & Corporate Services
10. To be responsible for the management of till operations and completion of weekly/monthly accounts
11. To be responsible for targeted food promotions and special offers for customers
12. To meet sales targets and KPI's and produce variance trends
13. To work within an expenditure budget and to calculate food costs in line with budgets
14. To meet set sales targets by increasing and promoting services provided
15. To ensure compliance with Health & Safety policy and regulations including HACCP, COSHH, hygiene codes of practice and temperature controls
16. Provide health and safety induction and training for staff and volunteers and carry out health and safety checks on equipment and in the Café
17. To produce reports for the East Belfast Mission Board as required
18. To act as a member of the East Belfast Mission Project Management Team
19. To manage financial, human resources and health and safety procedures applicable for Refresh
20. To cover all duties normally assigned to the Second Chef and Meals on Wheels Co-Ordinator in their absence and to undertake any other reasonable duties within their capacity

Personnel Specification

Essential Criteria

Qualifications

1. NVQ Level 2 or equivalent essential
2. Possess a relevant food hygiene certificate

Experience

3. Minimum of three years' experience of working in a managerial role in a similar high volume catering environment (in a café, restaurant, contract catering, hotel)
4. Three years' management/supervisory experience for a team of catering staff
5. Experience of budget management/financial analysis
6. Experience of ordering and stock taking

Knowledge and Skills

7. Good knowledge of HACCP
8. Highly customer focused
9. Possess excellent leadership and motivational skills
10. Ability to multi-task and to work effectively under pressure
11. Excellent time management with the ability to prioritise workload
12. Flexible and adaptable with regards to working hours
13. Knowledge of Microsoft office suite word and excel

Other

14. Full driving licence and access to transport. This criterion will be waived if a disability prohibits and the applicant can demonstrate the effectiveness of alternative transport arrangements
15. A clear understanding of and willingness to work within the ethos of EBM and The Methodist Church in Ireland

Desirable Criteria

16. NVQ Level 3 or equivalent
17. 5 year's relevant catering management experience
18. Experience of funded catering programmes

Additional Notes

This position gives the post holder access to vulnerable adults and will therefore be required to disclose details of any criminal convictions, including spent, bind-over orders and cautions in accordance with the Access NI Vetting and Barring Scheme and our organisation's Safeguarding Policy. An AccessNI check will be carried out if successful in obtaining the role.

East Belfast Mission is an Equal Opportunities Employer