



SOUTH LANARKSHIRE  
Leisure & Culture

## Catering Manager Job Profile

<b>Service:</b> Cultural Services	<b>Grade Scale:</b> Grade 2 Level 1
<b>Reports to:</b> Venue Manager	

<b>Purpose of Job</b>
To manage and implement all catering activities to ensure the efficient running of the unit and a quality service.

<b>Key tasks and responsibilities</b>
• To maintain the health and safety of staff, customers and visitors
• Manage the planning, monitoring and control of resources
• To create and maintain effective working relationships with appropriate people and a positive image.
• To clean food production areas, equipment and utensils.
• Manage, maintain and promote hygiene in food storage, preparation, cooking and service
• Prepare, cook and present a varied selection of menu items
• Manage any function work as required
• Manage the provision of personnel
• Provide information (e.g. financial ) toward meeting organisation needs
• Plan, organise and evaluate work
• Handling and processing of cash
• Manage the food and beverage budget
• Manage food and beverage stocks and perform stock checks as required

<b>Person Specification</b>		
<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Education, Qualification and Training</b>	<ul style="list-style-type: none"> <li>• REHIS (elementary level)</li> </ul>	<ul style="list-style-type: none"> <li>• REHIS (intermediate level)</li> </ul>
<b>Skills, knowledge, experience</b>	<ul style="list-style-type: none"> <li>• Experience working and overseeing all operational aspects of events, banqueting and weddings.</li> <li>• Knowledge and experience in legislative compliance in all aspects of food preparation.</li> </ul>	

<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Ability to empower and motivate team members.</li> <li>• Organisational skills.</li> <li>• Customer focused.</li> <li>• To work in a flexible and adaptable manner</li> </ul>	
<b>Other</b>		

### Safer Recruitment Checks

As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.

- Asylum and Immigration right to work in the UK
- Reference check: external candidates require 2 references, one of which must be your from present or most recent employer: Internal candidates require 1 reference from current line manager.
- Candidate Disclosure Check, where applicable

### Behaviour Framework

The Behaviour Framework is a set of core behaviours that defines how employees approach work to enable the delivery of key tasks for the role. The expected behaviours for this role are:

#### Own It – what can you do

- Are motivated to deliver the best possible services possible.
- Aim to get things right first time and commit to continuous improvement.
- Demonstrate fairness, inclusivity, valuing diversity and equality.
- Ensure compliance with external/internal regulations and that you and others are responsible and accountable.
- Take ownership of decisions and consider the wider implications for you, the team, and the organisation.
- See a job through to completion.
- Be accountable for outcomes good or bad.

#### Be a great team - what can you do

- Work together with colleagues and customers and take time to build effective working relationships.
- Celebrate team success and create a positive team spirit.
- Share skills and knowledge, encourage and support other in applying their ideas to working practices - helping others to help themselves.
- Encourage working together for the benefit of customers.
- Works alongside internal and external colleagues to meet common objectives.
- Actively and respectfully listens to people in order to understand them and their views.
- Contributes appropriately to team and other meetings and discussions.
- Respects diversity and promotes equality of opportunity when working with colleagues and members of the public.

**Do the right thing – what can you do**

- Display a positive attitude.
- Are enthusiastic in your approach to tasks.
- Lead by example through sharing your knowledge and skills with others.
- Provide support to your colleagues and team.
- Is aware of and adheres to professional codes of practice and the code of conduct and understand how these impact on employment.

**Be Positive - what you can do**

- Are punctual and friendly and demonstrate a positive professional attitude.
- Take pride in your own work and that of your team members.
- Understand who your customers are and why they matter.
- Are willing to go the extra mile for our customer and act upon their feedback.
- Are hospitable and make customers feel good.
- Are willing to go the extra mile for our customer.
- Put the customer first in all that you do.