

Catering Manager – Kingswood – Grosvenor (Kent)

The Catering Manager is responsible for the delivery of catering SOP's, H&S policy and compliance creating a safe environment for customers and colleagues. Managing and supporting the Catering team to deliver their objectives with a high standard so customers have the best experience.

Responsibilities;

- To recruit, train, maintain and develop their teams in line with company policy and brand standards.
- To ensure that all team members receive an annual formal review with supporting documented monthly one2one review meetings, assessing both business and personal performance and development.
- To ensure all team members are inducted and trained to the right level to meet the needs of the operations and to then develop and prepare them for future progression.
- HR Policies and procedure are complied with through direct reports and in line with company standards.
- Ensure all communication is handled in a professional and timely manner eg. internal communication, visitors, guests, supplier and Head Office queries.
- Personally demonstrate a high level of customer service/interaction and create a culture where feedback is encouraged and responded to in a positive manner.
- To support the General Manager in controlling and overseeing the centre catering budget in liaison with the Finance Team and Regional Head of Operations.
- Work with the General Manager to ensure rotas and payroll reflects budgets and is accurately submitted according to company standards.
- Manage compliance to all statutory regulations.

Requirements;

- Operational management experience in a catering setting
- Relevant H&S qualification
- Can demonstrate the ability to manage H&S, SOP's, Compliance and Standards
- Safeguarding or safeguarding training qualification
- Experience of managing and developing teams
- A recognised catering qualification
- Experience of HR processes, training and development
- Catering L3 or equivalent qualification - D (or ability & desire to obtain a L3
- IT literate, Word, Excel, Office
- Can demonstrate an understanding of customer service
- Prior experience of working with schools and groups in a residential education setting
- Can demonstrate working to a broad range of KPI's – NPS, Budgets, H&S, Retention etc
- Can demonstrate working to external audit standards BAPA, EHO, NSF
- Has experience of managing budgets and stock
- Can demonstrate experience in budgets, forecasting, payroll
- NGB qualifications
- Experience of working in the outdoor education sector

Kingswood

We are one of the most experienced providers of outdoor education in the UK. We were founded over 35 years ago and run over 1.2 million activity sessions each year across ten activity centres. Each year we welcome over 175,000 young people from more than 35 countries around the world.

<https://www.kingswood.co.uk>