

Catering Manager

Job title: Catering Manager	Team: Learning and Training Service
Accountable to: Head of Learning and Training Services	Place of work: Providence Row, The Dellow Centre, 82 Wentworth Street, London E1 7SA
Salary: £36,243 Pension: Pension following a 6 months probationary period (4% employee, 3% employer and 1% tax relief = 8% total contribution)	Hours: 35 hr week
Disclosure: Enhanced	Contract: Permanent

Tackling the root causes of homelessness in East London

For homeless people, or those at risk of homelessness, finding employment and housing opportunities can feel like an uphill battle, even more so if they're affected by physical, mental health or substance misuse issues. Providence Row works with homeless and vulnerably housed people in East London, offering an integrated service of crisis support, advice, recovery and learning and training programmes. Our aim is to ensure that people who are so often excluded from mainstream services gain the support and opportunities they need to create a safe, healthy and sustainable life away from the streets.

The Learning and Training Service

Most people experiencing homelessness want to find work and be meaningfully occupied. However, they might not necessarily have current experience or some of the skills required. At Providence Row, we believe that training, employment and volunteering are key to independent living and remain the most effective route out of homelessness. Through our Learning and Training Service we have an excellent track record of improving our clients' employability and helping them to achieve their career and education goals through accredited training schemes.

The ideal candidate

With experience in catering and/or working in a professional kitchen you will have great organisational and time-management skills as well as a good understanding of health and safety legislation in the UK. You will oversee the running of our kitchen, including our food service for clients and management of staff, trainees and volunteers. You will be passionate about using food as a means to help people overcome exclusion, isolation and poor health.

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The Role

Deliver an excellent catering service

- Working to TH EHO guidelines and SFBB, ensure food is prepared and work is carried out by us and to the standard of Tower Hamlets Food Standards including: risk assessment, food safety, equipment maintenance, cleaning, disposal of catering waste and liaising with Tower Hamlets Environmental Health where necessary.
- Maximise recycling of waste wherever possible
- Responsible for the ordering and delivery of food and consumables
- Work to agreed catering budget reporting monthly as required
- Ensure food is prepared, presented and served to the highest possible standard
- Manage staff involved in the provision of catering activities to ensure safe working practices
- Work with the Head of Learning & Training to keep up to date with all regulations and good practice relating to catering and ensure this is implemented
- Develop relationships, alongside fundraising, with local food retailers to increase in-kind donations and provide support reduce our annual food bill

Deliver our multi award-winning Catering Trainee Scheme

- Prepare the kitchen, collect the ingredients and start the lunch service by coordinating and supervising a small group of trainees with varying support needs
- Liaise with the Employability Coordinator to provide an effective training to trainees involved in the lunch service.
- Provide clear, honest feedback to trainees about their conduct and performance, liaising with specialist workers around support needs.
- Identify further specific training needs for trainees and support them to achieve their goals
- Ensure there is a rota in place which provides a variety of tasks and experiences for trainees

Manage people and participants

- Work with the Volunteering Development Manager to induct, retain and manage the team of volunteers to support the production of food at Providence Row
- Manage the chef including recruitment, induction and ongoing support
- Work with the Fundraising Team to engage groups of Corporate Volunteers in Corporate Challenges within the kitchen setting 2 times per week

Participate in planning, monitoring and evaluation, and other responsibilities

- Participate in the charity's planning processes to support the delivery of Providence Row's 5-year strategy. This includes in particular all catering-based activities in the charity.
- Participate in the creation and implementation of monitoring and evaluation processes for all cooking activities, complying with funding requirements.

Other Duties

- Attend evening and weekend meetings and functions as required
- Ensure the implementation of the Charity's equal opportunities policy in all areas of work

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- Undertake work not specifically referred to above. Such duties will fall within the scope of the post and may include occasional events such as changes to service delivery, catering staff meetings etc. (Duties will fall within the scope of the post at the appropriate grade.)
- Work in accordance with the Charity's values, policies & procedures.

The information provided in this Job Description outlines the expectations of the post holder. It is not intended to be prescriptive in every detail and as such it describes the main elements of the role only.

Person specification

Knowledge and Experience	Essential / Desirable
Previous experience in the catering sector and professional cooking, including working in a professional catering environment	Essential
Experience of managing in a professional setting providing supervision and guidance	Desirable
An ability to train and lead vulnerable people in a professional kitchen environment	Desirable
Strong understanding of financial processes and the ability to manage expenditure/budgets	Desirable
Ability to work autonomously with some guidance from senior managers	Essential
Excellent IT skills, verbal and written communication skills	Essential
Excellent time management skills and the ability to work to deadlines	Essential
Ability to work outside of normal office hours (if applicable to the role)	Essential
A knowledge and understanding of the homelessness sector.	Desirable
Competencies	
Takes the time to understand difficulties without pre-judgement and with a view to overcoming them (Compassion)	Essential
Exercises the same degree of consideration and care for all those who come to Providence Row, whatever the reason (Respect)	Essential
Welcomes and seeks to involve everybody, whatever their background, presenting issues, ethnicity, nationality or faith (Inclusiveness)	Essential
Works with people, not for people, to enable them to realise their gifts, abilities and talents (Empowerment)	Essential
Acts fairly and promotes justice within the organisation and in relation to the needs and rights of people who use our services (Justice)	Essential
Is able to communicate, negotiate and influence appropriately with a range of stakeholders	Essential
Demonstrates emotional intelligence, understands the needs of others and recognises the impact of their behaviour on others	Essential
Is accountable for the performance of the organisation, their team and their own performance (trustworthy, dependable & inspires confidence)	Essential
Is proactive and takes the initiative to gain the information needed for the	Essential

role, with a flexible and “can do” attitude	
Is emotionally resilient, self aware and reflective.	Essential
Qualifications	
NVQ catering level 3 or equivalent	Desirable

Research indicates that women and other marginalised groups tend to apply only when they feel confident they meet all the criteria stipulated for a position. We encourage all individuals to apply even if they do not meet all of the items listed in the person specification.

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