

# LIPA

THE LIVERPOOL INSTITUTE  
FOR PERFORMING ARTS

## Job Description

<b>Job Title</b>	Catering Manager (Term-time, 36 weeks per year)
<b>Salary Scale</b>	LIPA Scale Fixed SCP 23
<b>Responsible To</b>	Head of Estates and Facilities
<b>Responsible For</b>	Catering Assistants
<b>Number in Post</b>	1
<b>Date Drafted</b>	November 2024

### Job Purpose

Working as leader of the catering team, the Catering Manager will ensure that LIPA's food service operates smoothly, efficiently and safely, providing a food service of the highest standard and quality.

The Catering Manager will be involved with all aspects of the catering service including food service, finance, customer care, staffing, development and Health and Safety and other duties associated with running the LIPA Canteen.

You will be the principal chef and will direct the small team of Catering Assistants to assist you where they are able.

### Job Activities

#### Major Task 1: Food Service

1. To ensure the delivery of good quality food and beverages at a fair price.
2. To be the main cook for all meals throughout the day, English breakfast, daily special, daily staples (chips, jacket potatoes, etc), to make sauces, gravy, coleslaw etc, all other menu items. Your team will help you with these tasks where their skills allow and will be directed by you.
3. To assist your team in replenishing servery when available.
4. To work with the Catering Team to plan attractive and cost-effective menus and innovate in response to customer demand.
5. To ensure effective relationships with suppliers.

6. To organise and oversee the maintenance of department equipment and facilities in conjunction with relevant persons, departments and any ad-hoc requirements for functions.
7. To liaise with external and or internal agencies in connection with the supply of hospitality.
8. To prepare hot and cold food as required.

### **Major Task 2: Finance**

1. To monitor staff costs and food costs to ensure working within a budget.
2. To ensure cost effective staffing structures in all areas whilst satisfying customer and service demands.
3. To ensure compliance to financial procedures and practices as detailed by the Finance Department.
4. To work with our IT department to ensure our cashless till system is working effectively.
5. To reconcile till receipts with stock.
6. To put in to practice effective systems for control of stock, monies, keys and assets.
7. To organise and manage stock takes and stock levels accordingly.
8. To order food and non-consumables on a daily and weekly basis and monitor stock to ensure use by dates are adhered to.
9. To undertake invoice processing as required for receipts and payment.
10. To maintain and provide such paperwork and reports as required by the Finance Department and raise immediately any concerns or anomalies with any of the above.
11. To check delivery notes/invoices to ensure deliveries are correct and contacting suppliers to notify them of any credits required.
12. To process and code invoices under Agresso to ensure costs are correctly allocated.
13. To ensure all daily takings are made ready for banking and correct procedures are followed.
14. To manage our service agreement with the vending contractor and retender at contract's expiry.

### **Major Task 3: Customer Care**

1. To ensure all customers are dealt with in timely and effective manner.
2. To ensure good product and local knowledge and selling skills in all staff, carrying out regular training as necessary to support the provision of customer service to the required standard.

3. To deal with any issues /complaints arising from staff, students or visitors, ensuring prompt action to resolve them.
4. To monitor customer feedback regularly and implement customer service improvements as required.

#### **Major Task 4: Staffing**

1. Recruit, interview, select and induct staff as required.
2. To provide support and direction to staff adopting a hands-on approach.
3. To contribute to their development.
4. To provide or source such training as may be necessary.
5. To delegate duties to the Catering Team /organise staff working rotas and cover for sickness absence.

#### **Major Task 5: Development**

1. To be aware of and develop the service to meet changes in its market.
2. To be involved in and contribute to forward planning.
3. To bring forward recommendations to encourage growth in business.
4. To instigate promotional events, for example seasonal variety, organic, fair-trade or locally produced products and innovative menus.

#### **Major Task 6: Health and Safety, Food Safety and Environment**

1. To ensure excellent standards of housekeeping are maintained to prevent slips/trips.
2. To be responsible for the Health and Safety of all staff and customers adhering in line with the LIPA's Health and Safety Policies.
3. To maintain all hot and cold food records and any other mandatory hygiene records, keeping all relevant paperwork for six months.
4. To ensure compliance with all Health and Safety, Hygiene and COSHH regulations relevant to the department.
5. To ensure mandatory equipment maintenance and servicing is undertaken to meet equipment service schedules and compliance requirements.
6. To check PPE is available and fit for purpose.

7. To assist, in liaison with the Health and Safety Adviser, with the updating of Risk Assessment forms relating to the department.
8. To maintain high standards of food hygiene and health and safety in accordance with LIPA's policies and procedures and all current legislation.
9. To ensure staff are informed of their health and safety responsibilities and receive any needed training guidance.
10. To take all reasonable care for the health and safety of yourself and of others who may be affected by your acts or omissions at work.
10. To apply sustainable procurement practices from local suppliers/sources where possible.

### **Major Task 7: Common Duties**

1. Work flexibly, contributing to the Institute's projects of a general nature and, under supervision, providing cover and support for other staff as appropriate.
2. Ensure appropriate financial / stock records are maintained and updated in accordance with the Institute's Financial Regulations.
3. To participate in staff appraisals and training programmes as required.
4. To carry out duties at all times with due regard to Equality and Diversity, Health and Safety and other Institute policies as agreed and revised from time to time.

### **Notes:**

This job description will be reviewed annually as part of the appraisal process and may be varied in the light of LIPA's changing business needs. The job description sets out the main duties of the post at the date it was drafted. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed.

### **Location:**

The job is initially located on our main site. However, it may be that from time to time the post holder will be required to work on different duties, or in any other jobs, within their competence, such jobs being in their present or any other location as may be deemed appropriate. In all cases regard will be paid to the qualifications, experience, current duties and responsibilities and personal circumstances of the post holder.

### **Hours:**

37.5 hours per week, Monday – Friday. Term-time, 36 weeks per year. The hours may involve some evening and weekend work. By prior agreement with your line manager, you will be compensated for time spent catering for internal and external functions outside of normal opening hours through time off in lieu.

## Person Specification – Catering Manager

		To be identified by:
<b>Education and Qualifications:</b>		
An appropriate catering qualification.	Essential	Application Form/ Qualification Certification
Basic Food Hygiene Certificate.	Essential	Application Form/ Qualification Certification
<b>Experience/ Knowledge:</b>		
Experience of managing a team.	Essential	Application Form/Interview
Experience of delivering excellent customer service.	Essential	Application Form/Interview
Experience of cooking meals and preparing food.	Essential	Application Form/Interview
Experience of making counter sales.	Desirable	Application Form/Interview
Previous experience of Food Safety (HACCP) and an understanding of allergy requirements.	Essential	Application Form/Interview
Knowledge of Health, Safety and hygiene issues plus previous experience of COSHH.	Essential	Application Form/Interview
An understanding of Natasha’s Law.	Essential	Application Form/Interview
<b>Skills and Abilities:</b>		
Good prioritising and time management skills, to ensure food production and service timings are achieved.	Essential	Application Form/Interview
Experience of handling interruptions and last-minute requests.	Essential	Application Form/Interview

Good organisational skills.	Essential	Application Form/Interview
Excellent people/communication skills.	Essential	Application Form/Interview
Ability to work as part of a team.	Essential	Application Form/Interview
<b>Personal Qualities:</b>		
Enthusiasm and ability to multitask, with a 'can do' attitude.	Essential	Interview
Flexibility and ability to work under pressure throughout the day.	Essential	Application Form/Interview
Honesty, trustworthiness and reliability.	Essential	Application Form/Interview
<b>Commitment:</b>		
To LIPA's Equality and Diversity policies and practice.	Essential	Interview
Passionate about improving the student experience.	Essential	Interview
Committed to enhancing the profile of Equality, Diversity and Inclusion.	Essential	Interview