

Role Title	Head of WF Catering
Job Family	Leadership
Competency Level	Senior Manager
Pay Scale	PO10
Purpose	
<p>To lead and manage the strategic, policy and operational delivery of the Catering Service. Provide professional advice to the Head of Commercial Operations (Traded Services) and senior officers to develop and maintain a fully funded, high quality catering service to schools and other educational settings. To lead on the development of proposals for the continued development of the Catering Service, understanding and delivering to the needs of customers. To ensure that the service meets operational and income targets. Lead on a wide range of related Council strategic priorities in relation to school meals and food vouchers to children and their families.</p>	
Generic Accountabilities	End Results/ Outcomes
<p>Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered.</p>	<p>Staff, resources and support is deployed to ensure that services are delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.</p> <p>Corporate strategies in relation to school meals are effectively implemented within area of responsibility.</p> <p>External inspections (e.g. food hygiene) are managed effectively.</p> <p>Service delivers excellent customer service in relation to schools and other education settings.</p>
<p>Manage responses to complex professional or politically sensitive issues within the area of responsibility.</p>	<p>Expert opinion, advice, support and interpretation is provided on strategic and operational aspects of Catering Services.</p> <p>Major Issues and complaints are managed through to a satisfactory conclusion. Complaints from schools and other service users are effectively resolved.</p>
<p>Manage key relationships with delivery partners /providers /suppliers to</p>	<p>Customer outcomes are clearly understood and specified.</p>

<p>commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility.</p>	<p>School meals are delivered on time, to budget and to school food standards.</p> <p>Opportunities to improve delivery / capacity of provision are proactively identified and actioned.</p> <p>Suppliers and supply chains are managed so they are resilient and adaptable to meet changing school food needs.</p> <p>Expected operational efficiencies are realised (e.g. meals per hours etc).</p>
<p>Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards.</p>	<p>Responsible for the development of the service plan and targets for Catering Services in accordance with the Council's overall strategic directives and agreed and communicated within required timeframe.</p> <p>High level input is provided to wider business planning and development as it relates to the Catering Services.</p> <p>Progress against objectives is effectively monitored and delivered on a monthly basis to the Head of WF Traded Services.</p> <p>Develop and ensure all operational policies meet legislative requirements and are reviewed, updated, circulated and complied with by all catering teams.</p>
<p>Ensure the development and delivery of continuous improvements in all aspects of the service.</p>	<p>Responsible for preparing tenders, funding bids etc.</p> <p>Lead on engagement with Head teachers on the optimisation of existing service arrangements.</p> <p>Service led in engagement with Head teachers, other Council officers and external partners on revision to service provision in light of changing circumstances.</p>

<p>Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.</p>	<p>The Catering Services management team and kitchen staff are highly competent, effective, motivated and outcomes focussed.</p> <p>Responsible for ensuring recruitment, induction, development, performance reviews, sickness management, employee relations and all HR processes and planning is completed to the required standards and timescales.</p> <p>Effective team meetings take place to required timescales.</p>
<p>Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.</p>	<p>Ensure effective use of resources by reviewing working practices, systems used and the deployment of equipment</p> <p>Ensure effective management information systems are in place for the service.</p> <p>Responsible for the effective management of all cost centre trading accounts in association with the Management Accounts officer including monthly budget monitoring</p> <p>Annual budget is planned, developed and delivered. Value for money is maximised.</p> <p>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.</p>
<p>Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained.</p>	<p>Ensure that all staff in the Catering Service fully complies with Safeguarding requirements and Council policy.</p> <p>Promote quality and equality within Catering Services and in the provision of services.</p> <p>Appropriate safeguarding training is provided.</p>
<p>Implement a risk management programme and advise on issues affecting Council service areas.</p>	<p>Business threatening situations are recognised, planned for and managed or escalated as appropriate.</p> <p>Systems and governance are in place to and respond promptly to critical events.</p>

	Continuous service is provided.
Ensure the successful implementation of health and safety legislation, policies and practices.	<p>Risks to staff and others are assessed and managed.</p> <p>Suitable health and safety instruction and training are provided to Catering Services staff.</p> <p>There is a safe working environment.</p> <p>Health and safety procedures are reviewed and updated regularly.</p>
Job Specific Accountabilities:	
Effective staff management of a dispersed service	Through effective direction of Commercial, Operations and Area Managers and distributive leadership ensure that all kitchens are effectively managed in accordance with Council and legislative requirements e.g. sickness management, Health and Safety.
Responsible for the minimisation of the cost base	<p>Responsible for ensuring that all costs are effectively controlled and regularly reviewed in accordance with Council procedures and standing orders so Council overheads and/or as investment in developing new services and re-designing existing ones.</p> <p>Ensure the procurement of goods and services offer value for money.</p>
Responsible for supporting the development of new markets and new services.	New markets and services are serviced across the range of services managed. Oversee the preparation of tenders, funding bids and marketing.
Innovative use of technology	Lead on the identification of different ways of delivering the Catering Service to establish and maintain a competitive advantage. Ensure that benefits and costs of proposed technology is robustly assessed.
Responsible for supporting a number of related national, Pan-London and Council policy initiatives	Lead on a wide range of school meal related strategic policy initiatives, including:

	<ul style="list-style-type: none"> • Managing meal voucher schemes • Supporting Public Health initiatives, including WF Food Strategy, WF Healthy Weight Strategic • Other Public Health programmes • Climate Action in Education– e.g. sustainability in the school meal production process • Ensuring the Mayor of London’s policy for Universal Primary Free School Meals is delivered in Waltham Forest schools buying the service.
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Nature of Contacts

Customers, senior managers, external bodies including Head teachers and Governors and partners, peers in other Local Authorities, suppliers to build effective relationships, represent WF Catering, and to provide expert advice and guidance on sensitive and complex issues.

Provide support at appropriate forums to present new developments of services and the customer interface. Provide support to the presentation of new pricing and the management of complaints regarding service delivery.

Consult with stakeholders to identify requirements for improving services and developing new ones.

Interaction with others and the ability to influence and motivate are fundamental to the role. Sensitivity, persuasiveness, negotiation and assertiveness skills are required.

Direct line management of the commercial and operational elements of WF Catering.

Procedural Context

Reports to Head of Commercial Operations, WF Traded Services.

Plan, and manage resources to ensure that Catering Services purchased by schools and other educational settings exceed the requirements of these customers.

Review and update service offer to customers with innovative ideas menu changes and other service developments.

Liaise with service leads to ensure the optimised delivery of high-quality catering services to schools.

Creative and innovative problem solving of complex issues, often in situations where there is ambiguity, and a significant degree of judgement is required in relation to risks outside the re

It of existing policy. Think and act strategically in recommendations for action in a complex professional and political environment.

Monitor, and report on, market and competitor activities and provide relevant reports and information.

Manage the delivery of Catering Services to educational settings in line with their utilisation targets.

Attend training and develop relevant knowledge, techniques and skills.

Key Facts and Figures

Enable others to understand changes and developments in the schools catering area and learn new processes / procedures.

Responsible for ensuring contractors / providers deliver / provide food etc. to agreed standards.

Provide project teams of both internal staff and external contractors / consultants with professional expertise and advice on school catering.

Enhanced DBS clearance

Resourcing

Budget Responsibilities: **Approx. £6 million**

Supervisory Responsibilities: 2-3 direct reports, approx. -250 staff in total

Knowledge, Skills and Experience

Experience of delivering excellent quality catering services to schools and educational settings.

Experience of selling services through complex tender processes and interview stages to educational settings.

Experience of identifying, costing, pricing and launching new services to new markets.

Ability to ensure robust risk management and mitigation at programme and project level.

Strong negotiating and influencing skills with both public and private sector partners.

Successful commercial and people management of a high value, award winning catering service, with a large staff team.

Experience of operating within a political environment, able to confidently engage with senior stakeholders and politicians.

Indicative Qualifications

Educated to degree standard or equivalent

Relevant professional qualification

Substantial Continuing Professional Development within the Catering sector

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.