

Job Description

Job Title:	Kitchens Manager
Hours Per Week:	Permanent Full Time -39 Hours a week (rotating shift pattern from Monday to Sunday)
Location/Department:	Operations Department
Reports To:	Hospitality Services Manager
Direct Reports:	Chefs and Hospitality/Catering Assistants
Budgetary Control:	None
DBS Disclosure:	Enhanced
Date Prepared:	September 2021

Job Summary/Purpose:

1. To support the Hospitality Services Manager in the delivery of catering services across the College by managing the day-to-day operation of catering areas; ensuring adequate levels of staffing; taking responsibility for food safety; maintaining adequate levels of consumable and non-consumable stocks and deputising in the absence of the Hospitality Services Manager.
2. The post-holder is also required to take part in the Operations Duty Manager roster for out of hours calls.

Values and Behaviours

The following are the values that Morden College wishes staff to adhere to in their daily working life. To be:

- **Respectful**

Understand the value of life histories, using them to enhance individual wellbeing and create opportunities for meaningful connections; adapt to differences and focus on individuals not

tasks and routines; contribute positively to a culture of mutual respect both in the workplace, and between residents and staff.

- **Compassionate**

Show kindness, dignity, respect, warmth, empathy, and compassion in all interactions; treat every individual as a person, be inclusive and provide support that is tailored to meet need; don't judge.

- **Accountable**

Be self-aware and open; be supportive, take personal responsibility and be answerable for your actions; lead your team; show integrity.

- **Progressive**

To make a real difference to peoples' lives think outside the box; be open to learn and reflect on yourself, your skills, and actions; be adaptable, positive and inspiring; embrace new ideas and technologies.

Key Duties & Responsibilities:

1. To ensure that customers* College wide benefit from a high quality catering operation that offers freshly prepared, nutritious and well-presented food and courteous, efficient and professional levels of service delivery.
2. To support the Hospitality Services Manager by implementing agreed strategies, planning departmental activities appropriately, resolving issues in a timely manner, developing supportive and co-operative relationships and maintaining a robust quality assurance programme.
3. To provide continuity within the department by deputising in the absence of the Hospitality Services Manager undertaking their regular tasks and by reporting in their absence to the Operations Director.
4. To ensure that staffing levels are appropriate and that work rotas are developed and published
5. To lead by example in terms of behaviour and influence and to have a hands-on role in food preparation and service.

6. To ensure that the team comply with statutory and organisational requirements, including but not limited to Health and Safety; Fire Safety; Food Safety and that all necessary records are maintained and reports made.
7. To maintain appropriate stock levels by implementing and maintaining a robust stock-control system, placing orders with nominated suppliers in a timely fashion and ensuring that deliveries are accepted and goods stored in line with Food Safety requirements and Morden College policies.
8. To support the Hospitality Services Manager in the food preparation and development of menus for the Dining Room, Café 19, CWC and to resident accommodation within The Quadrangle according to the standards.
9. To support the Hospitality Services Manager in the development of nutritionally balanced menus that are analysed using the Nutmeg software as requested, to ensure all menus and specials are appropriate in content and availability and to support in the planning, preparation and execution of functions/events.
10. To respect the dignity, well-being and independence of residents and bring to the attention of the Management Board any concerns surrounding their safeguarding, security or care.
11. To have a full and active role in the management of the Hospitality Team, including but not limited to undertaking supervision of subordinate roles and completing appraisals as agreed with the Hospitality Services Manager.

*Customers are defined as residents, beneficiaries, relatives, visitors and colleagues.

General Duties and Responsibilities:

1. To maintain confidentiality at all times and to comply with the College policy thus ensuring security in the management and use of information.
2. To contribute to close working relationships with all personnel and to help to build an open, honest and happy culture that facilitates learning, creativity and excellence of delivery.

3. To be empathetic and courteous to residents and their relatives, treating them with care and consideration at all times and referring any issues or incidents directly to management/nursing staff as appropriate.
4. To undertake any other duties which are commensurate with the role at the request of the Hospitality Services Manager or Operations Director, including project work, absence cover and taking part in College events.
5. To comply with the policies and procedures of Morden College at all times.
6. To work in accordance with the Health and Safety at Work Act 1974 and related College regulations
7. To undertake training as necessary in line with development of the post.
8. To participate fully in the performance management process and undertake Continuing Professional Development as required.
9. To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
10. To ensure compliance with the General Data Protection Regulations 2016 and the Data Protection Act 2018.
11. This post requires the post holder to be fully vaccinated against Covid-19 unless clinically exempt.

This job description is not meant to be exhaustive and will be reviewed and amended as necessary to meet the changing needs of the organisation. It will also be used as the basis for determination of objectives and the contents will be used as part of the appraisal process. This job description has been agreed between the post holder and Morden College.