

JOB DESCRIPTION

JOB TITLE:	Catering Duty Manager		
JOB TITLE No.		POST No.	100698
GRADE:	Sc5-Sc6	SCP RANGE:	12 - 22
SECTION:	Myddelton House Management	DIRECTORATE:	Corporate Services
POST LOCATION:	Myddelton House Gardens Visitor Centre		

DBS REQUIREMENT:	Yes	DBS LEVEL:	Basic
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ACCOMMODATION:	n/a		
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DRIVER'S LICENCE & BUSINESS USE INSURANCE REQUIREMENTS:	n/a		
CAR ALLOWANCE:	n/a		
BUDGET LEVEL:	n/a		

REPORTING TO:	Myddelton House Facilities Manager	POST No.	100724
RESPONSIBLE FOR:	Catering Assistant Catering Assistant (Casual)	POST No.	100699 100720

POLITICALLY RESTRICTED POSTS:	n/a
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PURPOSE OF ROLE

To have responsibility for the Bowles Tea Room Acting as Catering Duty Manager to ensure front of house areas and the kitchen are operating in accordance with the business requirements.

To be accountable for implementing health and safety procedures, food hygiene standards, and maintaining relevant files and records.

To provide adequate training, either directly or indirectly, to staff to enable them to effectively carry out their duties.

To act as Barista, Till Operator, Table Clearer and to work in the kitchen as required, leading from the front.

Managing and dealing with staff and customer related issues as and when they occur. Ensuring a consistently high standard of delivery and working with the venue staff to ensure minimal queue times and best possible service.

To work closely with Myddelton House Gardens to develop the entire venue and help increase visitor numbers.

To periodically review the foods and drinks menu ensuring prices and products are up to date.

KEY RESPONSIBILITIES AND DUTIES

PEOPLE RESPONSIBILITIES (EXTERNAL – INCLUDING MEMBERS)

- To provide a high class catering venue and catering outlet.
- To provide a high standard of customer service to all customers and visitors (including corporate visitors) to the Myddelton House site, museum and the Gardens
- To provide a point of contact for customers and direct them to the correct person/site if applicable.
- To ensure that the Authority's Health & Safety regulations are met by all visitors and Tea room staff.

PEOPLE RESPONSIBILITIES (INTERNAL – INCLUDING CONTRACTORS & VOLUNTEERS)

- To assist when required with administration tasks, including correspondence, record keeping and filing, room bookings and supporting the Facilities manager on a daily basis.
- To provide advice and guidance to other Myddelton House employees on procedures.
- To ensure adequate supervision and control of staff working whilst on shift
- To manage operational and casual staff and form a working rota including weekends and Bank Holidays
- Train front-of-house and kitchen staff to achieve optimal results in minimal time, utilising all available resources effectively, while adhering to Safe Systems of Work and Food Hygiene Standards.
- To ensure deliveries are accurate, adequate and complying with standards.
- To negotiate with suppliers and place orders to maximise profit and manage a stock control.
- Liaise with the communications team to promote the tearoom and its offerings.
- To assist with audits and implement actions for improvement.
- To review documents and files, and keep records of invoices, deliveries, staff training, and food allergens up to date.
- To carry out Risk Assessments and develop Safe System of Work.
- To conduct catering staff meetings and ensure they are informed about the latest operational changes and legislation updates..
- Purchase and pick up catering supplies from local suppliers when delivery is not possible or in case of emergencies.

- To assist the Facilities Manager with coordinating appliance servicing for the tearoom.
- To record accidents and incidents and log these on the online H&S system.
- To act as a Fire Marshall in the Visitor Centre / Tearoom and provide first aid assistance.
- To conduct interviews and follow the Authority's procedures for scoring candidates for employment, as well as carry out inductions for new staff members.
- To actively listen to staff, making sure that a good level of satisfaction is present within the team.
- To motivate and encourage staff development.

FINANCIAL RESPONSIBILITIES

- To complete weekly financial returns and report these to the Finance Department using the Authority's electronic finance system Efin
- To complete all daily, weekly and monthly banking transactions
- To produce all Section orders and process invoice payments using the Authority's electronic finance system
- To keep accurate stock of supplies, including catering, and to raise and follow up on purchase orders when required
- To check and process payments in cash and electronically (via the Electronic Point of Sale EPOS system), including reconciling the till on a daily basis
- To manage the petty cash and end of the financial year paperwork.
- To oversee the purchase and maintenance of PPE required for the catering staff.

OTHER RESOURCES RESPONSIBILITIES

- To ensure accurate stock of supplies and initiate orders
- To assist the Facilities Manager with developing, managing and promoting the museum, events and associated facilities in providing a safe, welcoming and enjoyable experience
- To act as responsible employee for opening and closing of the Museum and Tea rooms, including ensuring site security during and at the end of a shift
- To establish the working schedule and coordinate tasks across the front of house and kitchen to ensure seamless operations, like a 'well-oiled machine'.
- Maintain order and discipline throughout the Tea Rooms during working hours.
- Make sure the hygiene and food safety standards are met by all front of house and kitchen staff
- Make sure that the professional equipment is in good conditions and signal any malfunction before it affects the staff or the clients
- Take a 'hands on' approach to managing all catering staff

- Ensure the floor, tables, chairs etc are kept clean, tidy and organised. Cleared in a timely fashion following use and maintained at the highest possible standard
- Ensure that displays are maintained and kept always replenished
- Ensure that standards and paperwork is managed in-line with company policies and procedures
- Maintain a high standard of cleanliness before, during and after each shift and to report any issues to the Facilities Manager and the contracted cleaning company.
- To attend one to one meeting with the Line Manager and attend house meeting.
- To carry out return to work interviews supported by HR and Line manager.

GENERAL

- The above duties may be varied.
- Carry out all duties regarding relevant legislation and the Authority’s policies and procedures including:
 - The Authority’s Health & Safety Policy
 - The Authority’s Standing Orders and Financial Regulations
 - The Authority’s Equal Opportunities Policy and related policies
 - The Authority’s Environmental protocols and related policies

KEY CONTACTS

INTERNAL CONTACTS / PURPOSE	EXTERNAL CONTACTS / PURPOSE
<ul style="list-style-type: none"> • Facilities Manager for guidance and work planning. • Facilities manager as Colleague to co-operate when required. • Other Authority employees as colleague and customers. 	<p>Visitors to Myddelton House as customer to provide guidance and service</p> <p>The General public to provide information and guidance</p>

The Authority has the right to amend the job description in consultation with the post-holder to reflect changes in or to the job.

It should be noted that the above list of principal duties and responsibilities is not necessarily a complete statement of the duties of the post. It is intended to give an overall view of the position and should be taken as guidance only. Additional duties may be required from time-to-time that are not identified above and shall be appropriate to the nature, grade and demands of the job as described. The Job Description is current as at the date shown below. In consultation with the post-holder, it is liable to variation by management to reflect or anticipate changes in the job.

The Authority has a policy of working with volunteers to enhance the service we provide, part of your duties may at times involved working with or supervising volunteers as part of your normal working duties. Full training is available on working with volunteers from the HR team and through e-learning modules.

Sign off for Job Description and Person Specification

Job Description/Person Specification	Post Title	Date signed off
JD/PS Prepared by line manager	Silvia Man	
JD/PS Agreed by second line manager	Facilities Manager	03/01/2025
JD/PS Agreed by HOS/AD by		
Consultation with post holder conducted by:		

PERSON SPECIFICATION

JOB TITLE:	Catering Duty Manager		
JOB TITLE No.		POST No.	100698

KNOWLEDGE AND SKILLS	
ESSENTIAL	DESIRABLE
Knowledge	Knowledge
<ul style="list-style-type: none"> Literate at a level that enables following procedures for a range of tasks, some of which may be complex, in order to execute administrative tasks Numerate at a level that enables following procedures for a range of tasks, some of which may be complex, in order to carry out stock keeping and financial tasks Computer knowledge at intermediate level (Microsoft Office suite and MS Outlook). Practical knowledge of effective and efficient operational supervision practices. Working knowledge of Customer Service practice. Working knowledge of Health & Safety and COSHH regulations. Knowledge of allergens and food safety regulations, including Natasha's Law compliance. Ability to work effectively in a fast-paced environment. Knowledge of food safety and hygiene practices 	
Qualification	Qualification
<ul style="list-style-type: none"> GCSE English and Maths qualification grade at level C or higher or equivalent in experience and/or qualification. Basic Food Hygiene – Level 3 Food and Hygiene First Aid at Work Fire Marshall 	
Experience	Experience
<ul style="list-style-type: none"> Demonstrable experience of supervising people. Demonstrable experience with handling cash and processing payments. Proven experience or working in a 	<ul style="list-style-type: none"> Experience of working in a large public sector organisation. Desirable experience of working in the leisure industry or in an equally customer service-oriented organisation.

<p>multi-cultural or multi-ethnic environment.</p> <ul style="list-style-type: none"> • Demonstrable experience of working with organisational procedures and guidelines, including Health & Safety, employee handbook and policies. 	
Problem Solving / Decision Making + Mental Skills	Problem Solving / Decision Making + Mental Skills
<ul style="list-style-type: none"> • Demonstrable ability to identify, analyse and solve problems and develop solutions in co-operation with others. • Demonstrable experience of effectively dealing with varied customer demands. • Verifiable ability to organise own work on the basis of instructions. 	<ul style="list-style-type: none"> • Proven ability to resolve conflict whilst acting in the Authority's best interest and in compliance with legal requirements.
Communication	Communication
<ul style="list-style-type: none"> • Demonstrable ability to exchange information concisely and intelligently, either written or orally,. • Demonstrable ability to establish rapport easily and to reach positive resolutions to issues. • Ability to act conciliatory and be results-focused in disputes. 	
Physical skills	Physical skills
<ul style="list-style-type: none"> • Demonstrable ability to work a keyboard for several hours at a time • Ability to stand for extended periods and perform physically demanding tasks. 	

EFFORT AND DEMANDS	
ESSENTIAL	DESIRABLE
Mental demands	Mental demands
<ul style="list-style-type: none"> • Demonstrable ability to focus on an issue at hand in a distracting environment on a daily basis. • Demonstrable ability to work under work-related pressure (deadlines, priorities) on a weekly basis. • Demonstrable ability to work independently and unsupervised for several hours at a time on a daily basis. 	
Physical demands	Physical demands

<ul style="list-style-type: none"> • Ability to work sitting at a desk for several hours at a time • Capability to lift and carry moderate weights, adhering to health and safety guidelines. • Ability to stand for extended periods and perform physically demanding tasks. 	
Emotional demands	Emotional demands
<ul style="list-style-type: none"> • Ability to handle disagreements successfully • Dealing with the emotional demands of others on a weekly basis. 	
Work Environment	Work Environment
<ul style="list-style-type: none"> • Proven ability to work effectively in both indoor and outdoor café environments at all times. 	
Other requirements	Other requirements
ESSENTIAL	DESIRABLE