

Main purpose of position:

The post holder is responsible for all aspects of the management and development of the catering and vending services within Inverness Leisure ensuring a high level of food quality, customer service, training and mentoring for catering team members.

Key Relationship:

General Manager (subject to review)

Main responsibilities:

1. To be fully accountable for the operations of the catering and vending services.
2. To ensure that all appropriate food hygiene and health & safety legislation and recommendations are in place.
3. To create and maintain the unit business plan.
4. To manage all aspects of the unit focussing on delivering excellent food quality and customer service whilst maximising sales opportunities and profitability.
5. To be responsible for all ordering, receiving, checking, stock control, departmental budgets (income/expenditure) etc.
6. To ensure high levels of food preparation and presentation; monitoring portion control and waste.
7. To offer training and mentoring to Associates/Trainees within the unit
8. To assist in any way you can with the delivery of "Our Jigsaw"- Visions and Values, the FISH Philosophy and any Total Quality Management initiatives/systems operating at any one time in the facility (Hospitality Assured, Investors in People, QUEST, ISO etc.).

Other general responsibilities:

1. Develop promotional opportunities within the catering unit.
2. To work as part of the overall Duty Officer/Management Team at Inverness Leisure.
3. To work with other members of the team to develop any catering opportunities in new or existing products.
4. To assist the Customer Service and Events Officer in liaising the clients and dealing with events sub-contractor(s).
5. To liaise and select suppliers ensuring supplies are organic, natural, ethically sourced/produced and local as far as reasonably practical.
6. To provide regular reports as deemed appropriate by management.
7. To schedule staffing in the catering/vending section to deliver the advertised service.
8. To attend on going meetings and training on a regular basis.
9. To undertake town/banking/administrative travels as and when required.
10. To assist with associate training as and when required.

The post holder may be required to perform duties appropriate to the post other than those given in this job profile. The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or level of responsibilities entailed. Such variances are common occurrences and do not in themselves justify reconsideration of grading.

The following person specifications are an essential requirement of the position, without which an appointment cannot be made to the position. Equally, it is important that where necessary, the post holder maintains any qualifications outlined in this section of the Job Profile & Person Specification, failure to do so may result in employment being withdrawn.

EXPERIENCE	1. Must have a minimum experience of 2-years working in at Management level in a catering background. 2. Experience in a high customers service environment. 3. Been involved (not necessarily at management level) in setting up a new catering establishment. 4. Be able to train and mentor individuals working/training within the catering unit.
EDUCATION & QUALIFICATIONS	5. Minimum of a current Intermediate Food Hygiene Certificate or other food hygiene certification. 6. (S)NVQ Level 2 or able to achieve within 12 months. 7. Be able to use IT within the working environment, preferably Microsoft applications. 8. Current Full Driving License*
SKILLS & ABILITIES	9. Must have excellent written and communication skills 10. Work under pressure. 11. Willing to take guidance and instruction from colleagues. 12. Must be able to deliver within agreed timescales and work to deadlines. 13. Ability to deliver training/presentations to colleagues at all levels of the organisation 14. Be able to work within quality assured and procedurised environment.
SOCIAL & INTERPERSONAL SKILLS	15. Must have very high personal standards which are maintained at all times. 16. Must lead by example and be willing to be hands-on within the Catering unit. 17. Be able to work on own initiative as well as part of the larger Inverness Leisure team. 18. Be able liaise with clients in a professional manner. 19. The post will involve working evenings and weekends as and when required and have a very flexible approach.

*As the post holder may be required to travel during their working day they must have access to a vehicle on a day to day basis with appropriate insurance for business (at their own cost).