



Peter Symonds College Job Description

Job Title: Deputy Catering Manager

Department: Catering Services

Responsible to: Catering Manager

Job Purpose: The Deputy Catering Manager plays a crucial role in the effective and efficient day-to-day operation of Peter Symonds College's extensive catering facilities, focusing primarily on front-of-house service delivery, retail outlets, and administrative support. Reporting to the Catering Manager, this role deputises in their absence and ensures exceptional customer service, operational standards, and financial controls are maintained across the College Shop, College Café, College Coffee Shop, vending, and hospitality services.

Key Responsibilities and Duties:

I. Operational Management & Service Delivery

- **Daily Operations Oversight:** Manage the smooth and efficient running of all non-kitchen catering outlets including the College Shop, College Café, College Coffee Shop, and vending services.
- **Front-of-House Excellence:** Ensure the highest standards of customer service, food presentation (in service areas), and cleanliness are maintained across all public-facing catering points.
- **Service Efficiency:** Implement and monitor procedures to ensure quick and efficient service during peak times, minimising queues and enhancing customer flow.
- **Hospitality & Events Support:** Assist the Catering Manager with the planning, setup, and delivery of hospitality events, ensuring all service aspects are professionally executed.
- **Deputise for Catering Manager:** Assume full responsibility for all catering operations in the absence of the Catering Manager, making operational decisions and resolving issues promptly.

II. Staff Supervision & Support

- **Team Leadership:** Directly supervise, motivate, and manage front-of-house catering staff, including College Shop, Café, and general Catering Assistants.
- **Training & Development:** Assist the Catering Manager with the recruitment, induction, and ongoing training of new and existing catering staff, focusing on customer service, till operations, hygiene, and H&S protocols specific to service areas.
- **Performance Monitoring:** Support the Catering Manager in monitoring staff performance, addressing minor issues, and promoting a positive team morale.
- **Scheduling:** Assist with staff rostering and deployment to ensure adequate coverage and efficient labour utilisation for non-kitchen areas.

III. Financial & Administrative Support

- **Till Operations & Cash Handling:** Manage daily till operations, cash reconciliation, banking, and ensure robust security procedures are followed across all retail outlets.
- **Stock Management (Non-Food/Retail):** Oversee the ordering, rotation, and stock control of food and non-food items, beverages, and retail merchandise for the College Shop, Café, and Coffee Shop.

- **Sales Monitoring:** Assist the Catering Manager in monitoring sales data from retail systems (EPOS) and contributing to sales reports.
- **Purchasing Support:** Assist with raising purchase orders and ensuring compliance with college purchasing procedures for non-food and retail items.
- **Documentation:** Assist the Catering Manager in maintaining accurate administrative records and documentation.

IV. Hygiene, Health & Safety Compliance

- **Hygiene Standards:** Ensure all non-kitchen catering areas, equipment, and facilities maintain the highest levels of hygiene, tidiness, and general appearance.
- **Health & Safety:** Uphold and enforce all relevant health and safety regulations and college policies in all operational areas under their direct responsibility.
- **Incident Reporting:** Promptly report all accidents, near misses, or safety concerns, and maintain accurate records.

V. Customer & Stakeholder Relations

- **Customer Engagement:** Maintain a friendly, professional, and proactive attitude towards all customers (students, staff, visitors), actively seeking feedback and resolving immediate concerns.
- **Liaison:** Collaborate effectively with the Head Chef to ensure seamless transitions of food from kitchen to service points and with other college departments as required.

VI. Other Duties

- Prioritise the safeguarding and welfare of all students and participate in relevant training on safeguarding matters.
- Contribute to the elimination of unlawful discrimination, harassment, and victimisation; advancing equality of opportunity and fostering good relations between people who share a protected characteristic and those who do not.
- Perform any other reasonable duties as requested by the Catering Manager or College Principal.

Person Specification:

Essential Requirements:

- **Qualifications:**
 - Minimum NVQ Level 2 in Hospitality & Catering or equivalent.
 - Intermediate Food Hygiene Certificate (Level 2 or 3).
- **Experience:**
 - Proven experience in a supervisory or team leader role within a busy catering, retail, or hospitality environment.
 - Experience with cash handling, till operations, and basic stock management.
 - Experience in customer service roles, ideally in a high-volume setting.
 - Familiarity with health & safety and hygiene regulations in a catering context.
- **Skills & Knowledge:**
 - Strong organisational and time management skills, with the ability to manage multiple tasks and work effectively under pressure.
 - Excellent interpersonal and communication skills, with a friendly and professional approach to staff and customers.
 - Ability to lead and motivate a small team.
 - Basic IT proficiency (e.g., using EPOS systems, Microsoft Office).

- A proactive, problem-solving attitude.
- **Personal Attributes:**
 - Reliable, responsible, and able to deputise effectively.
 - Customer-focused with a commitment to service excellence.
 - Flexible approach to working hours to meet operational needs.
 - Empathy with young people and a commitment to safeguarding.

Desirable Requirements:

- Experience working in an educational or similar institutional catering environment.
- Experience with managing vending operations.
- Full UK Driving License.

Standards of Performance will be Judged by:

- The quality of customer service and positive customer feedback.
- The high standards of hygiene, tidiness, and appearance in all front-of-house and retail catering areas.
- Efficient cash handling, accurate sales reconciliation, and effective stock control for retail items.
- The effective supervision and development of front-of-house staff.
- Successful support of the Catering Manager and seamless operation in their absence.
- Adherence to all college policies and relevant legislation, particularly for health & safety and hygiene.