**Job Description**



**Position: Food Service Manager**

**Responsible to: Business Manager**

**Purpose of the job:**

To lead the operations, development and growth of Space Kitchen and Space Café.

The post holder will be responsible for the tasks and responsibilities detailed in this job description being delivered, any other duties deemed appropriate by the CEO and line manager, in a legally compliant and professional manner, and in line with Space’s values.

**People management and leadership**

* Inspire, encourage and empower the kitchen team (staff, volunteers and trainees) to work efficiently through positive leadership, modeling values led behavior, best practice and care for the work environment
* Provide on the job training and mentoring to the kitchen team to develop their skills and confidence when working individually and as part of the team
* Ensure the kitchen team are appropriately trained to operate to Food Safe, Health & Safety and any other legal regulations
* Provide regular planned support and supervision to kitchen team members, highlighting areas for individual and team learning & development
* Undertake regular 1:1 Support and Supervision and planning meetings with line manager, looking for opportunities for personal professional development and learning
* Encourage and nurture a passion for food and innovation within the team
* Use in-person and online communication systems to good effect and contribute to sharing of information across the organisation

**Delivering strategic objectives**

* Embed Space strategic aims and values within the kitchen team, including the development and implementation of food-led community initiatives and events.
* Contribute to Enterprise strategies to deliver agreed funder outcomes and inform future funding applications.
* Work efficiently and creatively to achieve strong sales growth
* Contribute to the creation of a marketing strategy to enhance the organisation’s reputation for great food, training and outside catering services
* Undertake activities that will allow Space to respond to opportunities that arise from additional funding, service trials or pilots and other innovative projects

**Service delivery and development**

* Manage the planning, production and delivery of Space Café operations, community food events, outside catering and hospitality, maintaining the highest standards of food, service, quality and presentation
* Work closely with Space Training Academy to develop on-the-job and classroom based food led training programmes, including the creation of informational resources e.g videos, online sessions and literature
* Manage routes to food donations effectively, with a creative approach to make best use of produce
* Maintain effective procedures to ensure profitability of catering projects
* Work as part of the wider Space team to ensure all services and projects are delivered effectively

**Compliance**

* Ensure all food operation activities are carried out in line with Food Safety and Health & Safety regulations
* Ensure kitchen preparation and storage areas, and catering equipment is cleaned and maintained to a high standard
* Work to legislative, ethical, policy and procedural requirements, adhering to Space’s policies & procedures and participate in annual policy reviews
* Understand fully the requirement for confidentiality in your work, balanced with data sharing with suppliers, stakeholders and others, being aware of GDPR requirements

**Nurturing external relationships**

* Liaise with other voluntary, statutory workers and stakeholders as required
* Build strong relationships with suppliers and contractors
* Represent Space at meetings of relevant community groups and bodies

**Budgeting and reporting**

* Maintain effective systems of evaluation and data collection to document the progress of Space Kitchen staff, trainees and volunteers.
* Contribute data and input for the collation of reports and funding applications
* Work with the Business Manager to produce and delivery agreed project budgets.

**Person Specification**

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| **Knowledge, skills and experience** |  |
| Experience of running a food led operation | Essential |
| People manager with experience of recruitment, training, skills development, performance management | Essential |
| Demonstrate a flexible leadership style with the ability to appropriately challenge, give and receive constructive feedback. | Essential  |
| Deliver project aims, strategy and targets  | Essential |
| Monitor area of responsibility and identify areas for improvement and organisational learning | Essential  |
| REHIS Elementary Food Hygiene Certificate. | Essential |
| Comprehensive understanding of HACCP and COSHH | Essential  |
| Competent with the use of digital communications inc Microsoft Office software (Word, Excel, PowerPoint, Outlook) with a knowledge of communication apps such as Zoom, MS Teams & Whatsapp. | Essential |
| Professional Cookery SVQ at SCVQ Level 5 minimum (or similar) | Desirable |
| **Values & attributes** |  |
| Live our values | Essential |
| Be a role model for staff and stakeholders, showing optimistic, determined and positive leadership that will support our organisational aims and outcomes. | Essential  |
| Nurture a culture of kindness | Essential  |