

Candidate information

Catering and Facilities Manager

Required for 1st September 2018 (earlier if possible)



AN INTRODUCTION TO SPRING GROVE SCHOOL

At Spring Grove School we offer an outstanding all-round education and a fantastic start in life for boys and girls aged 2 to 11 years.

We are a happy, family prep school that specialises in 'free-range' children: nurturing and developing all who join to their full potential. We are able to do this because we have small classes in which our children receive expert attention and tuition, preparing them perfectly for both grammar and senior independent schools.

Set within an idyllic 14 acre rural setting close to both Ashford and Canterbury, Spring Grove School is one of the most beautiful playgrounds in Kent. Our school is small enough for us to know every child, as well as their family, and for us to encourage each and every pupil in our care to be

self-confident and independent learners. The children at Spring Grove School live and breathe our school motto 'Always do your best'.

We love the outdoors, we enjoy competition, we sing, dance and play, explore and love to learn. Former pupils look back on their time here as magical and inspiring.

We are a truly independent day school and are a recognised member of The Independent Association of Prep Schools (IAPS). We offer a wide range of subjects, extra-curricular activities and clubs.

We want Spring Grove to be a school that parents, teachers and staff would have wanted to attend when they were children. Our teachers are tasked to remember this philosophy when they are planning their lessons and activities - enjoyment is at the heart of everything we do!

We firmly believe Spring Grove School is unique and a great place for children to grow.

For more information, please visit the school's website www.springgroveschool.co.uk

OUR VISION

To be a leading truly independent prep school in Kent, offering boys and girls the very best start in life. A happy family-orientated school that gives every child the space and opportunity to grow with confidence, academically and holistically, in a changing world.

OUR MISSION

We will develop all the children who join Spring Grove to their full potential, academically, socially, physically and emotionally in a supportive, caring and friendly community. Within a beautiful rural setting our school is small enough for us to know every child and their family and encourage them to support the school motto: 'Always Do Your Best'.

OUR AIMS

Pupils at Spring Grove School will:

- Fulfil their potential: spiritually, morally, socially, culturally and academically to the best of our and their ability. We go the extra mile to achieve our aims.
- Learn in a stimulating environment: we can develop knowledge and skills and nurture a love of learning that will be lasting.
- Grow a thirst for knowledge: we encourage our pupils to develop a spirit of enquiry and an ability to work hard and independently and to value knowledge for its own sake.
- Be considerate: we constantly encourage children to develop a strong social and moral conscience, to look after their neighbour and realise the importance of becoming a good citizen.
- Develop a strong sense of well-being: we ensure that, as far as possible, your child will develop as a whole personality in a confident, responsible, successful and happy manner.
- Always Do Their Best: an approximate translation of our Latin motto, *Ad Alta Praeclara*.

THE ROLE: Catering and Facilities Manager

Dates	1st September 2018 (earlier if possible)
Salary	Competitive, dependent upon experience
Location	Wye, Kent TN25 5EZ
Contract type	Full-time
Contract term	Permanent

Spring Grove School is looking to appoint an excellent Catering and Facilities Manager to be responsible for our catering, estates, facilities and health & safety, as well as the increasing levels of regulatory compliance and the need for this to be properly managed and coordinated across the school on an ongoing basis.

This senior role at school will be responsible for line managing our Clerk of Works and Caretaker/Groundsman, as well as our Catering and Domestic teams, he/she will be reporting directly to the Bursar. The six core aims of the role will be:

- Overall management and delivery of outstanding catering, estates, facilities, health & safety and compliance services to the school community, including internal and external events.
- Continuously driving the estates, facilities, catering, health & safety and compliance offering the school to newer and higher levels through innovation and a culture of continuous improvement.
- Developing regular innovations at the school to improve the maintenance, cleaning and catering, to include appropriate considerations and to be reflective of current industry trends.
- Ensure the school's regulatory and ISI compliance.
- Establishing a firm control over the department's finances, formulating, presenting and agreeing budgets with the Bursar, for all Estates and Catering expenditure and staffing.
- Organising the Estates, Catering and Domestic team into a structured, highly skilled, motivated and efficient workforce.

The ideal candidate will be an ambitious, highly motivated individual with a track record of success.

For an informal discussion about the role please contact the Bursar, Mrs Sarah Peirce, on 01233 812337.

Closing date for applications: 9th July 2018 at 1pm

Interviews (if selected): 12th July 2018

An application form and this information pack may also be downloaded from the school website www.springgroveschool.co.uk. This information pack, our terms of employment and an application form may also be requested by email from apeirson@springgroveschool.co.uk.

Completed application forms should be accompanied by a covering letter and should be marked Private and Confidential to Mrs A Peirson, Assistant Bursar, Spring Grove School, Harville Road, Wye, Ashford, Kent TN25 5EZ or emailed to apeirson@springgroveschool.co.uk. CVs alone will not be accepted.

Spring Grove School is an equal opportunities employer and is committed to safeguarding and promoting the welfare of children and young people and expects all members of staff and volunteers to share this commitment. Appointments are subject to satisfactory DBS clearance and satisfactory employment references which will be taken up prior to interview (if selected).

Please note:

This post will involve both direct and indirect contact with children. In accordance with the Children's Act 1989, on appointment post holders will be required to commit to their responsibilities with regards to safeguarding.

Spring Grove School benefits:

- Competitive salary and benefits
- Free school lunches (term time only)
- Free onsite car parking
- A friendly, supportive working environment and staff
- Professional development
- Corporate Health Care
- Private Pension Scheme
- Discounted Spring Grove School fees

JOB DESCRIPTION:

Title: Catering and Facilities Manager

The Catering and Facilities Manager will be responsible for managing, controlling and monitoring the catering, maintenance and cleaning functions of Spring Grove School to provide an outstanding service. Reporting directly to the Bursar, this is a strategic senior role. The school places particular importance on quality and innovation.

The post holder will be particularly responsible and have a specific focus on all catering, including back of house (BoH) and front of house (FoH) areas across the school site.

The Catering and Facilities Manager is expected to be flexible and multi-skilled and able to take on any portfolio or area of responsibility. The management challenges and demands in a school mean that specific responsibilities have to change from time to time, and this role is one in which adaptability and creativity are paramount. This list should not be seen as exhaustive.

OVERALL OBJECTIVES:

- To successfully manage, produce and deliver, to the highest possible standard of dining, the agreed food and beverage offerings to the whole school community.
- To be fully involved and supportive of the school's commercial development plans ensuring the wider team supports such initiatives.
- To ensure the school's regulatory and ISI compliance at all times.
- To continuously drive and develop regular innovations to improve the general estates, catering and cleaning service. This must include appropriate considerations (for example in catering: Nutrition, Special Dietary Needs etc) and to be reflective of current industry trends.
- Manage and further develop alongside the Head of Marketing & Admissions all aspects of estates, hospitality and catering with regard to possible commercial developments.
- Establish a firm control over the department's finances. Formulate, present and agree budgets, with the Bursar, for all expenditure and staffing.
- Effectively manage food production processes by setting targets and ensuring documented evidence of changes are achieved.
- Organise the team into a structured, motivated and efficient workforce.
- Create a long-term team development plan for the department and all its functions.
- Ensure the departments achieves best practice for all legislation requirements.
- Ensure capital investment and maintenance to support the ongoing operation and targets.
- Build and sustain a strong, integral relationship between the departments and the rest of the school.
- Benchmark all services against schools and organisation identified as having excellent provision.

CATERING MANAGER

Team Management:

The Catering Team will be made up as follows...

- Catering Manager (part of this role), reporting to the Bursar - Overall strategic leadership of all catering services and management of the kitchen team.
- Currently, the catering team is four catering assistants who will report directly to the Catering Manager.

With regard to general team management

- Complete all management tasks relating to the recruitment, retention, operational management, appraisal, review and development of the catering team (in liaison with HR).
- Take responsibility for the welfare, development, induction and motivation of the catering team.
- Ensure that all stock is appropriately managed and recorded.
- Ensure that all catering team members, permanent and casual, have appropriate legislative and skills training, ensuring 'best practice' (in liaison with HR).
- Plan and lead the department, giving service briefings and record as required.

Food and Beverages:

- Strategically develop the food and beverage offering for both the school and any possible commercial development programme.
- Oversee, review and monitor all food and beverage production and delivery, ensuring the highest standards are maintained at all times (Breakfast, Snacks, Lunch, Meetings, Post Match Teas etc).
- Plan and produce menus.
- Ensure the food offered is healthy, nutritional and balanced and meets national healthy eating guidelines and national nutritional standards.
- Gather feedback on the food on a regular basis and action recommendations.
- Work towards and achieve an industry recognised food quality and sustainability accreditation.
- Operate all food and beverage services to the highest possible standards.
- Ensure the highest standards of culinary presentation and chef craft creativity.
- Ensure surprise, originality and variety with regard to the food offering by keeping up to date with current trends and by constantly reviewing and refreshing menus and options.
- Be responsible to the Bursar with regard to all alcohol purchasing, storage and provision.

Front of House Service:

- Ensure the highest standards of dining room and venue presentation at all times, creating and enhancing the dining experience for all.
- Ensure the servery operates at an efficient rate resulting in a swift turnaround for breakfast and lunch etc, including to assist in the serving of meals in line with agreed procedures.
- Ensure the highest standards of customer service at all times throughout all operations.
- Work alongside the Head of Marketing & Admission, Assistant Bursar and commercial clients to enhance dining areas for specific events and functions.

- Ensure the provision of and use of the appropriate table dressing, crockery and venue decorations.
- Ensure the presentation of all aspects of the catering function is always of a high standard.
- Professional communication, interaction and liaison with parents, pupils, suppliers and clients etc; including dealing with queries and complaints.
- To support school policies by reinforcing acceptable behaviour of pupils whilst in the dining hall.
- Oversee the management of catering and hospitality facilities/events; for example checking event booking and the allocation of resources and staff.

Commercial Development:

- Work alongside the Head of Marketing & Admissions to develop a quality commercial hospitality.
- Fully support the growth of commercial business, ensuring the wider catering department supports such initiatives.
- Lead all catering elements of commercial development.
- Maximise the efficiency of all costs related to the commercial development business.

Finance Management:

- Manage the catering department to operate within financial targets and budgets as agreed by the Bursar.
- Complete department financial and administrative documentation as requested by the Bursar.
- Ensure that all stock is appropriately managed, monitoring spending and stock levels;
- Negotiate contracts and costings with suppliers and customers, to ensure 'best price' for the school.
- Carry out department procurement in the most cost-effective manner without a detrimental change to quality.
- Ensure financial targets for all budget lines are achieved.

Health & Safety, Hygiene, COSHH, Allergen Compliance:

- To be responsible for all health and safety matters within the catering department including the production of detailed risk assessments.
- To be responsible for a clean, secure and hazard free kitchen/catering areas and manage required cleaning rotas for those areas.
- To adhere to all industry legislation.
- To ensure allergen compliance at all times.
- To ensure COSHH and food handlers compliance, training and certifications.
- To plan and manage minor capital projects to enhance venues and catering equipment.
- To arrange and oversee, and assist upon occasion, the necessary servicing, cleaning and maintenance of all catering equipment and catering areas, including ventilation systems ensuring reliability, safety and compliance.

Additional Duties:

- Create and present reports, business strategies, project plans and any other information as required by the Bursar, Headmaster, SMT or Governors. The Bursar will require monthly and annual reports outlining departmental performance and financial position.
- To attend external and internal meetings or training courses as required.
- To support the school with food related curricular activities
- To action any reasonable request made by the Bursar, Headmaster or member of SMT.

FACILITIES MANAGER**Team Management:**

- Line manage the multi-disciplined maintenance, catering and domestics teams, including line management of the Clerk of Works.
- Act as liaison with the School's Cleaning Supervisor to allocate work to the cleaning staff on a skills/availability best-fit basis and prioritise workload to meet operational needs, monitor staff performance and resolve any issues.
- With the Cleaning Supervisor ensure a standard of excellence is maintained at all times. Work together to interview and select new staff and ensure induction arrangements are completed. Manage team absence.
- Ensure all cleaning and housekeeping activities have a risk assessment completed, machinery is properly serviced and tested, and staff are appropriately trained. Carry out regular hazard spotting exercises and take any remedial action.
- Responsibility for the professional development of the maintenance, catering and domestics team, including all aspects of Health & Safety training.
- Act as liaison with the School's First Aid Lead, to identify any training or resourcing needs, resolve issues and meet operational needs.
- Carry out appraisals for all estates, catering and domestic staff as required identifying any training or resourcing needs.
- Monitor the quality of the food, catering, cleaning, maintenance and housekeeping/domestic services provided, regularly seeking out and acting promptly on feedback.

School Events and Activities:

- Organise and ensure the smooth running of all events, external and internal, including match teas, parents' evenings, prize-giving, open mornings, lectures, hospitality and alumni events.
- Proactively liaise with those responsible to ensure smooth running of events.
- Actively contribute as required prior to and during School events, functions and activities, including organisation of room set up, catering and cleaning arrangements, and locking up.

Lettings and Events Management:

- Act as the focal point for outside lets. Ensure there are no clashes with planned maintenance work or other School events, arrange any assistance needed during the letting period, ensure contracts are issued, and any payment arrangements are met.

- Act as School liaison person during external lettings which may require some flexible working hours particularly during the holidays, including some evenings and weekends.

Reactive Maintenance:

- Coordinate the Estates Department's operational functions within the School dealing with day-to-day maintenance and servicing of the School's estate, drawing upon the in-house team and/ external contractors as necessary.
- Manage the reactive maintenance and repairs service, ensuring requests are documented, recorded and responded to within an appropriate timescale.

Contractors and Small Projects:

- In conjunction with the Bursar review and implement a structured pre-qualification and tendering process prior to the appointment of any external contractors delivering services at the school.
- Working with the Clerk of Works obtain competitive quotations for outsourced minor refurbishment works and services as directed.
- Undertake quotation, analysis and recommend acceptance based on price, suitability, availability and service criteria. Source new contractors as directed by the Bursar.
- Manage contractors on site. Ensure contracted works/services are performed to time-scale, specification and quality.
- Check contractor invoices for accuracy and code to correct cost code. Maintain file copies, deal with queries, and pass invoices for payment.
- Take the lead on small projects involving purchase of furnishings & fixtures, or minor redecoration, and see through all stages to completion.

Life Cycle Replacement/Minor Works Programmes:

- In conjunction with the Clerk of Works and the Bursar programme and cost 5 year life cycle replacement programmes for the renewal of key mechanical and electrical assets and the internal and external maintenance of the School's building fabric.
- To design, procure and deliver small-scale construction projects as part of the ongoing repair and maintenance of the site and to manage, in conjunction with the Clerk of Works, the programme of summer works to facilitate classroom and office moves for existing and joining staff.

Health & Safety:

- Support the Bursar in ensuring full compliance with all Health and Safety legislation relevant to the physical environment.
- Undertake and manage all statutory compliance inspections across the school and its site, manage the remedial works arising and be able to produce documentary evidence to industry standards that demonstrates the School's compliance.
- Delegated responsibility for ensuring Health & Safety legislation is complied with by members of your team.
- Ensure Health and Safety information is disseminated to your team as appropriate, including responsibility for drafting and disseminating the departmental health and safety policy and risk assessments.

- Attend Health & Safety Committee Meetings as requested and produce reports for the Committee as required.
- Ensure your team is well-trained in health and safety matters and that this is recorded and evidenced.
- Keep up to date and adapt to changes in legislation to ensure the School remains compliant.
- Implement and manage an effective Permit to Work system for all external contractors visiting the site.

Routine Inspections and Records:

- Manage periodic visits and inspections, which include, but are not limited to, fixed wiring, boilers, pumps, portable appliances, pest control, legionella testing schedules, Asbestos reporting, security and fire alarms, gas safety, service suppliers meter readings and replacements.
- Arrange and maintain legionella risk assessments and fire risk assessments and manage any remedial works and on-going maintenance programmes.
- Ensure compliance with security and safeguarding requirements for contractors under the post holder's management.
- Manage and monitor control centralised systems for site safety including security alarms, CCTV etc.
- Manage fire alarms and fire fighting equipment ensuring regulatory fire safety compliance.

Energy Management:

- Responsible for monitoring the consumption of energy in the School including recording of usage to allow analysis of energy management initiatives.
- In conjunction with the Bursar, be responsible for identifying and, as required, implementing energy efficiency improvements throughout the School, liaising as appropriate. This will include the production of an Energy Policy, including strategic and day-to-day matters, and assisting with embedding energy awareness within the School community.
- Ensure full compliance with current and future governmental ESOS (Energy Savings Opportunity Scheme) programmes.

General:

- Promote and ensure the health and safety of pupils, staff and visitors (in accordance with appropriate health & safety legislation) at all times.
- Establish an excellent working relationship with the Bursar, Clerk of Works and other members of staff, contractors and advisors.
- Procure materials for the department and deal with associated documentation, stock control and audit, ensuring materials are competitively sourced and the lead on the setting up of framework supplier agreements.
- Responsible for the management and forecasting of the Estates/Facilities budgets. Ensure the site is adequately maintained and the spend remains within budget.
- With the Bursar assemble detailed annual budget requests based on historic and forecast spend.
- Provide advice at feasibility stage on the materials/equipment specification to the wider team to reduce the future maintenance liability of the School's buildings and ensure that completed buildings are readily and safely maintainable.

- Responsible for liaison with the team regarding the handover of capital projects and ensuring Operation and Maintenance (O&M) manuals and training of the Maintenance team is in place prior to accepting the handover of new assets.
- Attend training courses as necessary and required.
- Carry out such other duties as may be reasonably requested from time to time.

ALL STAFF AT SPRING GROVE SCHOOL

All staff at Spring Grove School are required as part of their salaried employment to:

- Promote the best interests of the School through the excellence of their own work and courtesy shown to visiting members of the public, prospective and present parents, and other professionals.
- Work co-operatively with other colleagues and members of the SMT.
- Act professionally in all situations.
- Attend and contribute constructively to meetings, as required to do so.
- Arrive at school at a time to ensure they are prepared to organise or assist as needed.
- Attend school functions and concerts, as required to do so.
- Help review policies and to participate in working parties, as required to do so.
- Take responsibility for the development of their own careers, through training and the acceptance of additional responsibilities.
- Be conversant with the School's Safeguarding Policy and treat pupils with kindness and respect.
- Be aware of the School's Health & Safety Policy, to abide by it, and to make a positive personal contribution to its further development.
- To maintain confidentiality at all times in respect of school-related matters and to prevent disclosure of confidential and sensitive information.

Additional information:

This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out. In allocating time to the performance of duties and responsibilities, the post holder will be able to work within the school's normal working day but it is expected that, in a busy independent preparatory school, certain duties may reasonably require extra attention out of school hours.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once every year (as part of the appraisal process) and it may be subject to modification or amendment at any time after consultation with the holder of the post.

Guidance for applicants:

Suitability for the post will be measured through application form, interview (which will include: a short presentation in regard to your proposed sample menu for the school; a Health & Safety Awareness Site Walk with the Bursar; a cooking observation and taste test (1 dish of your choice

from your sample menu, £5 budget for the task); a risk assessment exercise), supporting evidence (e.g. certificates, portfolios etc) and references undertaken.

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment.

Applications should consist of a covering letter and a Spring Grove School application form stating two referees. CVs alone will not be accepted.

As the information contained on the form is used during the selection process, it is essential that you complete all sections as fully as possible. If there is not enough space provided on the form, please continue on a separate sheet of paper. On each additional sheet that you use, please write your name and the post applied for, together with the section that you are answering.

PERSON SPECIFICATION:

Title: Catering and Facilities Manager

Spring Grove School is committed to safeguarding and promoting the welfare of children and young people. Therefore, we expect all workers and employees to share this commitment.

All appointments are subject to satisfactory pre-employment checks, including a satisfactory Enhanced criminal records with Barred List check through the Disclosure and Barring Service (DBS).

	Essential These are qualities without which the Applicant could not be appointed.	Desirable These are extra qualities which can be used to choose between applicants who meet all of the essential criteria.	How Measured
Qualifications/ Professional Development	Minimum of NVQ 2 in catering Food & Hygiene Certificate (advanced Preferred)	Recognised relevant Hotel & Catering qualification (eg City & Guilds, HND/OND, NVQ Level 4) Recognised qualification in estates or facilities management (i.e.CIOB/BIFM) First Aid Certificate	Application Form/Interview
Skills and Experience	Proven track record in operational, catering and facilities supervision Previous experience in a school environment with an appreciation for a distinctive and creative offering. Ability to drive forward change and motivate staff Experience of working effectively with staff and management at all levels Excellent organisational skills with an ability to plan, prioritise and meet deadlines Ability to establish, maintain, manage and monitor the legal and regulatory records required for the school's facilities and health & safety Excellent interpersonal skills Excellent oral and written communication skills Experience of tendering and procurement of maintenance and	Experience of events management Experience of rotas Ability to effectively present written and verbal information to a variety of audiences (internal and external) Experience of basic building maintenance and providing facilities services within business premises and the associated legal compliance issues Experience of contract management and facilities contract Experience of liaising effectively with building users, external consultants and external contractors Ability to organise construction work in occupied business premises	Application Form/Interview

	<p>testing contracts</p> <p>Intermediate level skills in Microsoft office (Word, Excel and Outlook), to enable the preparation of reports, spreadsheets and databases</p> <p>Experience of menu planning and costing</p> <p>Experience in stock control and recording</p> <p>Experience in purchasing perishable and non-perishable foodstuffs and consumables</p> <p>Experience of delivering large functions of 100+</p>		
Knowledge	<p>Extensive knowledge of relevant Health and Safety legislation/regulations/risk assessments with proven ability to issue, manage and monitor (including relevant COSHH)</p> <p>Knowledge and understanding of Food Safety Standards</p>	<p>Knowledge of child protection and safeguarding policies</p> <p>Understanding of Equal Opportunities issues</p>	Application Form/Interview
Personal competencies and qualities	<p>Competent and personable</p> <p>High degree of personal drive and motivation</p> <p>Ability to work calmly under pressure and multi-task</p> <p>Willing to be flexible and work outside office hours as required</p> <p>Ability to work well as a member of a team</p> <p>Ability to understand and adapt to the culture of an independent day school</p> <p>Commitment to keeping abreast of best practice and relevant legislation</p> <p>Sensitive to the needs of others</p>		Interview