

## School Catering Manager (Coffee Shop Manager)

We are looking for a 'General Manager' to lead our new coffee shop team, whilst working alongside some of our amazing students at Ridgewood Community High School.

**'The Coffee Mill'** is a social enterprise/charitable trust created by Ridgewood School in order to give our pupils meaningful work experience. A key part of the role will involve training and working with young people with special educational needs and disabilities. This is a great opportunity for an experienced general manager, store manager, or even an aspiring assistant manager, looking for their first opportunity to step up into a general manager role.



We're all about embracing passion, energy, and teamwork to serve memorable moments for every one of our customers. And you'll be leading from the front, taking our new coffee shop, ***'The Coffee Mill'***, to new heights with your experience and resourcefulness.

The Coffee Shop Manager's life is a busy one, including the stock, standards, team, labour, and customers. It's all yours to own and grow. You will take accountability of the profit and loss, the look and feel of the store, and for delivering standards. A shining clean coffee shop creates the perfect space for customers to kick back with a coffee. You will have a unique skill for anticipating what our customers' need and ability to think outside of the box to create memorable moments.

Shifts: 37 hours per week – opening times and working weeds negotiated with the school

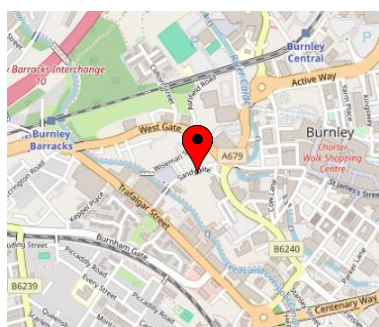
Experience: Hospitality 2 years' experience (preferred)  
Salary scale grade 6: (Full time equivalent)

£27,269 - £31,067

Expected Start Date – As soon as possible

**Closing Date – Friday 19<sup>th</sup> April 2025**

Location: The Coffee Mill, Sandygate Mill, Burnley



# Ridgewood Community High School

# Lancashire County Council

## Operational Context Form

Post title: School Catering Manager					
<b>Grade:</b>	Grade 6	<b>Staff responsibility:</b>	Yes	<b>Essential Car user:</b>	No
<b>Scope of role</b> Working independently the jobholder will organise and check the work of a team of staff and be responsible for the day to day provision of a catering operation. This will include the provision of catering services to multiple and distinct customer groups which may include nursery, primary, special, secondary and adult members of the community.					
<b>In addition to the following duties, the post holder may be required to undertake any of the duties associated with a lower graded catering role.</b> <b>Accountabilities/Responsibilities:</b> <ol style="list-style-type: none"> <li>1. To undertake all aspects of the line management of catering staff across multiple catering operations, including devising staff rotas, conducting appraisal and return to work meetings</li> <li>2. Manage, train and motivate catering staff, ensuring efficient and effective recruitment, induction, development and retention of a skilled workforce</li> <li>3. Implement and manage marketing strategies to generate business growth</li> <li>4. To promote long term partnerships through effective customer care and to build productive working relationships with all stakeholders</li> <li>5. To negotiate with suppliers of food and other materials to ensure the effective delivery of the specified service</li> <li>6. To produce menus and tariff items in line with standards and costs, ensuring that the diverse needs of the school are met, including for those with dietary medical requirements</li> <li>7. To communicate effectively with colleagues, customers and other stakeholders</li> <li>8. To develop systems for the control of stock, in order to ensure cost-effectiveness and reduce waste</li> <li>9. To set up promotions and additional catering activity as directed</li> <li>10. To ensure the required standards of kitchen and food hygiene and health and safety at work</li> <li>11. Ensure that all activities comply with relevant law, legislation, policies and procedures</li> <li>12. To have budget management responsibility and ensure effective budget management</li> <li>13. To ensure the efficient and economic use is made of all resources, working within policies, procedures and strategies as set out by School management</li> <li>14. To attend meetings and training sessions as required</li> <li>15. To be responsibility for the health and safety of themselves and others</li> <li>16. To work within school policies and procedures</li> </ol>					
<b>NOTE</b> <ul style="list-style-type: none"> <li>• Duties at the same level of responsibility may be changed or added to the list of key duties at any time to meet changing circumstances.</li> <li>• Employees will have a flexible approach in terms of working hours and patterns of work dependant on the needs of the school, and occasionally may be called upon to work at other times to suit the needs of the school.</li> </ul>					

<b>Prepared by:</b>	Schools HR Team	<b>Date:</b>	31/01/23
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**The above form** sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

#### **Equal opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

#### **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

#### **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

#### **Customer Focus**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

#### **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

## Lancashire County Council

Person specification		
Post title: School Catering Manager	Grade: Grade 6	
Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), or Reference (R),
<b>Qualifications</b>		
Craft based qualifications C & G or NVQ (706/1 or 706/2 or equivalent)	E	AF
Basic Food Hygiene certificate	E	AF
Recognised Supervisory or Management Qualification	D	AF
Recognised Nutrition Qualification	D	AF
BIIAB Level 2 National Certificate for Personal Licence Holders.	D	AF
Recognised Food Hygiene Qualification/intermediate Food Hygiene Certificate	D	AF
Health and Safety qualification	D	AF
<b>Experience</b>		
Relevant experience in supervising a large catering contract	E	AF, I
Supervision and training of staff in basic kitchen skills	E	AF, I
Experience of large scale catering and catering	E	AF, I
Controlling resources	E	AF, I
Commercial catering experience	E	AF, I
Relevant experience of managing financial resources	E	AF, I
<b>Knowledge and skills</b>		
Good communication and interpersonal skills at all levels	E	AF, I
Ability to plan and discuss menus with customers, including senior managers interpreting their requirements with technical knowledge and flair	E	I
Ability to work within tight deadlines both independently, using own initiative and as part of a team	E	I
Merchandising and promotional skills	E	I
Ability to inspire, and encourage others to perform well	E	I
Knowledge of special dietary needs	D	I
<b>Other (including special requirements)</b>		
Commitment to equality and diversity	E	A, I
Commitment to health and safety	E	A, I
Satisfactory Attendance Record/commitment to regular attendance at work	E	R
Full current driving licence	E	A
Flexibility and ability to work in difference locations	E	A
Display the School values and behaviours at all times and actively promote them in others	E	A
Commitment to safeguarding and protecting the welfare of children and young people	E	A, I
Commitment to undertaking in-service development	E	A
<b>Note: We will always consider your references before confirming a job offer in writing.</b>		
<b>Date created: 31/01/2023</b>		

## Grade Profile - Grade 6 – Support Roles

Applies to **all** posts at Grade 6

### Level Six Purpose

To provide support in a relevant professional area or oversee and co-ordinate the provision of a support function or undertake a specialised skilled activity. This may include day-to-day supervision and direction of a small group or team.

### Scope of Work

Role holders will use practical and procedural knowledge and analytical and judgemental skills to interpret information or situations and solve varied problems some of which may be difficult. Role holders may be expected to make decisions as to when and how duties are carried out and respond independently to unanticipated problems or situations.

### Accountabilities/Responsibilities

Role holders may be responsible for:

- The allocation of work to a small group or team; or
- Accounting for expenditure from agreed budgets; or
- Overseeing the administration of support systems and processes; or
- Undertaking specialised service support activities; or
- Providing service and situation specific advice and guidance; or
- Using specialised equipment.

### Skills, knowledge and experience

- Extended experience or the ability to demonstrate the competence to undertake the role.
- Possession of, or the ability to demonstrate the capability to gain, relevant qualifications or equivalent where applicable.
- Working knowledge of the practices, processes and procedures relevant to the role.
- Developed skills appropriate to the job discipline.

In addition to the skills, knowledge and experience described, you may be required to undertake a lower graded role as appropriate.

### Performance Measures

- Completion of work to required standards, deadlines and timescales.

# LANCASHIRE COUNTY COUNCIL

## PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfill the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Headteacher/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

### **CONFIDENTIAL**

Post title	<b>School Catering Manager</b>
Description of main activities the employee will be required to undertake (or attach role profile)	

**A. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)**

**Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health.**

		YES	NO
1	Work at heights ( <i>e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc</i> ).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	Work in excessively noisy environments above statutory control limits ( <i>Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc</i> ).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Work in unusual environmental conditions ( <i>e.g. where access or egress or free flow of air may be restricted or where there may be a build up of gases, vapours or fumes or the use of breathing apparatus is required</i> ).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4	Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome ( <i>e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc</i> ).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	Some contact with hazardous substances ( <i>e.g. chemicals with an orange warning label indicating: very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; gluteraldehyde; latex gloves</i> ).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7	Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8	Work with lead or lead-based products ( <i>e.g. some paints</i> ).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	Food handling/preparation (of raw or uncooked food only).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10	Occupational fieldwork or work in extreme conditions ( <i>e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work</i> ).	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**B. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)**

**This section is for the information of applicants and does not facilitate a referral to Occupational Health.**

		YES	NO
11	Face to face contact with the public/service users ( <i>e.g. at sensitive front line posts re abuse, aggression, assault</i> ).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12	Working in isolation/lone working.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
13	Work with electrical wiring ( <i>e.g. colour blindness</i> ).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14	Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: ( <i>e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers</i> ).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15	Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock ( <i>e.g. risk of weils disease, other animal borne diseases, zoonoses</i> ).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16	Manual handling ( <i>other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities</i> ).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
17	Working with vulnerable service users ( <i>e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers</i> ).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
18	Work involving repetitive movements or forced posture ( <i>e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling</i> ).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
19	Work as a regular display screen user ( <i>where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period</i> ).	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above:

<b>Headteacher/Line Manager (please print)</b>	Ian Carden
<b>Date:</b>	28/03/2025