

Person Specification

Senior Operations Manager - Catering

Part A

The following criteria (experience, skills, and qualifications) will be used to short-list at the application stage:

Essential criteria

1. Experience of leading and managing a successful commercial / customer focussed service operation on a large scale at a senior level.
2. Recent experience of working in a catering environment.
3. Extensive knowledge of nutrition and experience in developing menus in accordance with the School Food Standards.
4. Up to date knowledge and practical application of food legislation and managing allergens within a catering service.
5. Developed professional knowledge and understanding of best practice and relevant statutory requirements relating to the post.
6. Experience of Project Management leading to innovative changes in service delivery.
7. Computer literate and experienced in working with information systems with a high degree of accuracy.
8. Excellent written and oral communication and presentation skills.
9. Proven ability to effectively persuade, negotiate and influence at all levels, where there are difficulties in achieving this.
10. Well developed financial acumen in managing a service within budget.
11. Forward thinking in managing problematic situations and solutions based approach to managing services.
12. Demonstrate commitment to equalities and diversity in all aspects of service delivery.

Desirable criteria

1. Knowledge of the School Food Plan
2. Relevant degree (or equivalent experience) in nutrition / catering / food.

Part B

The following criteria will be further explored at the interview stage:

1. Experience in a Catering setting
2. Menu planning in practice including nutrition and allergen awareness and practical application.
3. Experience of successfully implementing new projects, services, or improvements to standards.

4. Ability to work on own initiative and as part of a wider team in a planned and organised way to meet deadlines.
5. Experience of leading and managing successful teams and partnerships with clients.
6. Ability to motivate and maximise performance through effective prioritisation of work and the delivery of required outputs within specified timescales.
7. Experience of working on the preparation of tenders, service specifications, evaluation criteria and monitoring arrangements and evaluating procurement tenders
8. Experience in providing guidance in technical, health and safety matters, quality and performance measures and management of workforce issues.

Additional Requirements

- DBS clearance