

ROMFORD BAPTIST CHURCH HOUSING ASSOCIATION LIMITED

JOB DESCRIPTION

Name:			
Job Title:	Catering Manager	Line Manager:	Registered Manager
Location:	Parkside, 65 Main Road, Romford	Date:	

This job description is designed to provide an overview of the key responsibilities and expectations of the role. It is not intended to be exhaustive, and the post holder may be required to undertake additional duties as reasonably required. The content of this job description may be reviewed and updated in line with the needs of the organisation. Parkside is a Christian care home where our faith shapes everything we do from the meals we prepare to the relationships we build. Our values are central to how we serve our residents, support our staff, and interact with the wider community.

As Catering Manager, you are expected to **respect and uphold the Christian ethos** of the home, and support the delivery of care that reflects our values,

Key Purpose of the Job

To lead and inspire the Hospitality team at Parkside in delivering high-quality, nutritious, and diverse meals that are integral to the overall wellbeing and care experience of our residents. The Catering Manager is responsible for upholding consistently high standards in food preparation, presentation, and service, while ensuring full compliance with food hygiene regulations and health & safety protocols.

This hands-on role includes preparing and cooking meals twice per week as scheduled, contributing directly to the culinary output, and working a total of 37.5 hours per week. The Catering Manager will oversee the daily operations of the Hospitality team, support staff development, and actively maintain the service’s 5-star Food Hygiene rating.

The role requires the consistent delivery of freshly prepared meals 7 days a week. On non-cooking days, a focus on baking is expected to enhance the dining experience for residents.

Generic Job Responsibilities:

Foster a warm, loving, and inclusive environment that reflects and upholds the Christian ethos of the home.

Ensure that the home's philosophy and Christian Values are consistently applied in daily practice, in alignment with the organisation’s **Statement of Purpose**.

Embrace and support positive changes in practices, contributing to continuous improvement across the Hospitality service.

Collaborate effectively with care staff to ensure residents’ nutritional needs, preferences, and dietary requirements are fully understood and met.

Engage with residents to gather feedback on menus and dining experience, promoting choice, dignity, and personalisation.

Ensure all meals are nutritious, varied, and prepared in accordance with legislation and best practices, with attention to allergies and intolerances with the expectation of meals being freshly cooked.

Manage kitchen budgeting, stock control, and supplier relationships to maintain cost-effective, high-quality service.

ROMFORD BAPTIST CHURCH HOUSING ASSOCIATION LIMITED

Promote dignity, respect, and individuality in every aspect of the hospitality service.

Specific Job Responsibilities:

You are required to act as the **main cook two days per week**, preparing fresh, homemade, and nutritionally balanced meals tailored to residents' individual dietary needs and preferences.

You are required to **cover holidays** for the other two cooks by taking on cooking responsibilities during their absence, ensuring uninterrupted meal service.

On non-cooking days, focus on the effective management and oversight of all other hospitality-related responsibilities.

Ensure that freshly prepared meals are served seven days a week by managing and supporting the Hospitality team and maintaining a consistent kitchen rota.

Create, manage, and maintain the weekly Hospitality staff rota, ensuring full coverage of all shifts, including equitable distribution of weekend duties.

Supervise, support, and develop the Hospitality team through regular training, appraisals, and team meetings, fostering a positive and professional working environment.

Monitor kitchen equipment and arrange timely maintenance, repairs, or replacements to ensure smooth day-to-day operations.

Maintain accurate and up-to-date kitchen documentation, including temperature logs, food labelling, cleaning schedules, and digital records.

Order and manage food stock efficiently within budget, maintaining strong relationships with local and trusted suppliers.

Develop and maintain a seasonal, rotating, and pictorial menu based on resident feedback and nutritional best practices.

Prepare and adapt meals for residents with specific dietary requirements, including allergies, intolerances, and cultural preferences.

Organise catering for special occasions such as birthdays, holidays, and social events, enhancing the overall resident experience.

You are required to **upskill the team in the safe and effective use of kitchen equipment**, delivering relevant training and ongoing support.

You are expected to **conduct regular staff observations** to assess performance, reinforce best practices, and identify training needs.

Ensure full compliance with all Food Hygiene and Health & Safety regulations, including the Safer Food, Better Business guidelines.

Demonstrate knowledge of HACCP (Hazard Analysis and Critical Control Points) and ensure its effective implementation throughout kitchen practices.

Organise and document deep cleaning of kitchen areas at least every six months.

Conduct biannual food satisfaction surveys with residents and families; develop and implement improvement plans in response to feedback.

Complete and submit all required weekly and monthly audits; prepare for both internal and external inspections.

Participate in inspections by regulatory bodies such as CQC and Environmental Health, ensuring all standards are met or exceeded.

Attend all required staff training sessions to maintain up-to-date knowledge of relevant regulations and best practices.

ROMFORD BAPTIST CHURCH HOUSING ASSOCIATION LIMITED

Manage relationships with external suppliers effectively.
Monitor and minimise food waste while promoting environmentally efficient kitchen operations.
Ensure all visitors and guests are welcomed with high-quality refreshments and a positive hospitality experience.
Meet with new residents and their families to assess dietary needs, preferences, and care plans, ensuring a person-centred approach.
Maintain thorough records as evidence of continuous improvement in food service and hospitality delivery.
Contribute feedback and insights to support the development of the annual hospitality and catering budget.
Work collaboratively with Care Leaders and other departments to ensure a holistic, integrated approach to resident care and wellbeing.

Key Working Relationships:	
Internal:	Minister – Team Leader, Registered Manager, Operations Manager, Business Operations Manager, Care Leaders, Maintenance Lead, Hospitality team, Other staff and volunteers across Parkside
External:	Board members, Food and equipment suppliers, Regulatory inspectors (e.g. CQC, Environmental Health), Contractors and service providers

Resources for which the Job Holder is accountable:	
People:	Direct management of the Hospitality Team, including supervision and scheduling.
Budget:	Management of kitchen and catering budget (amount to be confirmed).
Fixed Assets:	Responsible for all kitchen equipment and ensuring it is maintained and safe.

ROMFORD BAPTIST CHURCH HOUSING ASSOCIATION LIMITED

Person Specification:

- Business Impact:**
- Creates a positive, welcoming hospitality experience for all residents and visitors.
 - Maintains excellence in resident satisfaction ratings.
 - Demonstrates attention to detail, time management, calmness under pressure, and team leadership.

- Qualifications:**
- Catering Diploma (City & Guilds, BTEC or equivalent)
 - NVQ Level 3 in Practical Cookery
 - Food Hygiene Certificate (minimum Level 2)
 - Health and Safety certification
 - Understanding of **HACCP** (Hazard Analysis and Critical Control Points)

- Skills/Experience:**
- Minimum 2 years' experience cooking for 30+ people in a professional kitchen
 - Strong IT skills, especially Microsoft Office and shared drive systems
 - Experience managing stock, suppliers, and kitchen budgets
 - Experience engaging with residents or customers to collect and act on feedback is desirable

Declaration:

I have read and understood the above job description.

Job Holder's
signature:

Date: / /

Line Manager's
signature:

Date: / /