

Job description

Job title	Catering Manager
Contract	Permanent
Hours	Up to full time
Salary	£28,000
Service setting	Across Jami localities and home based

Organisation

Jami is a mental health charity that enriches and saves lives impacted by mental illness and distress in the Jewish community.

Since the start of the pandemic, demand for our services has grown exponentially. In 2021 we undertook a thorough review of the needs of the community, to develop a new strategy that will secure the Jewish community's mental health provision. The new strategy sets out a huge agenda for change in scale and provision, which will be developed over the next five years while we continue to run our diverse set of highly professional mental health services:

- Advice and advocacy
- Treatment and support
- Education and campaigning

Jami currently supports over 1,400 individuals, delivering almost 50,000 separate service interactions each year, and reaches thousands more people through education, seminars, work in schools and other organisations. Through our social enterprise community café, Head Room, we raise mental health awareness while delivering mental health support on the high street.

Job purpose

Head Room Café is a social enterprise by the mental health charity Jami which serves fresh, vibrant middle Eastern-inspired kosher food and drink. It is a community hub, bringing awareness, education and access to mental health support to the high street.

Head Room Café is going through an exciting period of growth and we're looking for a dynamic and creative Catering Manager to oversee the smooth running of the day-

to-day operations of Jami's catering services which includes overseeing all of Jami's kitchens (fully commercial and within hubs) and training staff, service users and volunteers.

The Catering Manager will be responsible for the administration, financial controls and the development of Head Room Café and Jami's catering services.

This is a creative role, we are looking for someone who is obsessed with food trends, food culture and food innovation.

Please note that this role will require regular travel and work outside of traditional working hours including evening and weekends. These hours can be taken back in Lieu.

Responsibilities

- To manage the efficient and effective day to day operations of Jami's catering services
- To implement and maintain standards including managing health and safety, food hygiene and other regulations, policies and procedures across Jami's catering services, kitchens, Head Room Café and Head Room To Go
- Review existing menus across Jami sites and update seasonally
- Plan and manage Head Room Café catering pop-ups at communal events
- Manage Head Room To Go; respond to enquiries, take bookings, plan routes, manage staff rotas and supervise events.
- Oversee and assist with Jami Hub based events where required
- Develop Head Room Café's F&B product range
- Advise on kitchen and equipment needs for the opening of new/expansion of existing Head Room Cafes and operations
- Work with the Commercial Enterprise Manager to identify new opportunities
- To drive new catering initiatives processes required to continually improve the service and lead on all change management
- Work with Jami's Operations Manager to ensure kitchen equipment and facilities at all sites are fully operational and maintained
- Work with Hub Centre Coordinators and Cooks to enable consistency across all kitchens
- Develop and implement a programme of induction, training and compliance in all work areas
- Provide cover when the General Manager of Head Room Café is on leave
- Monitor, feedback and report back to the Commercial Enterprise Manager
- Respond to and manage customer complaints, ensuring high levels of customer service online and offline
- Manage costs associated with the catering service including food, labour, sundries and wastage
- Ensuring catering services are cost effective and income generating
- Ensure operating models are sustainable and green where possible

- Conduct monthly formal safety inspections, create/manage a risk register and resolve any hazards identified
- Be fully conversant with Kashrut laws and ensure a kashrut licence is upheld where relevant

Key relationships

- Commercial Enterprise Manager
- Café Manager
- Café staff

Training and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> • Level 2 Food Hygiene 	<ul style="list-style-type: none"> • Level 3 Food Hygiene

Knowledge and Experience

Essential	Desirable
<ul style="list-style-type: none"> • Minimum of 2 years' experience in a similar role • Technically proficient and qualified to an industry recognised standard • Physically fit and able to carry 25kg • Competent in Microsoft Office • Sound knowledge of health & safety and food safety legislation • Ability to prioritise and multi-task, make own decisions and see them through to conclusion 	<p>Experience and knowledge of the Jewish community and Kashrut laws</p> <ul style="list-style-type: none"> • Solid understanding of menu management requirements within different operational and commercial models • Access to own car

<ul style="list-style-type: none"> • Industry acumen and knowledge of external catering development and innovations • Strong financial understanding and demonstrable budgeting management • An excellent team player, able to communicate at all levels and committed to sharing knowledge and skills • Ability to train others in the correct and safe use of kitchen equipment <p>Enthusiasm, commitment, reliability and professionalism in your attitude and behaviour</p> <ul style="list-style-type: none"> • Willingness to adhere to Jami's policies, procedures and philosophy • Clean drivers licence and willingness to drive a range of company vehicles 	
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Flexibility

To deliver services effectively, a degree of flexibility is needed, and all post-holders may be required to perform work not specifically referred to above. Such duties will fall within the general scope of the job description. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties of the job.

Disclosure of criminal background

All employees are checked with the Disclosure Barring Service

If it is a requirement of the post that an enhanced check is undertaken, successful applicants will be asked to complete and sign a Disclosure Form giving permission for the screening to take place.

Having a criminal record will not necessarily bar you from working with Jami. This will depend on the nature of the position and the circumstances and background of offences.

Please note applicants refusing to sign the form will not be progressed further.

Equality and diversity

Jami are proud to be an equal opportunity workplace. We recognise and promote, the positive value of diversity, equality and challenge discrimination. We welcome and encourage job applications from people of all backgrounds.

Confidentiality

All information relating to service users, volunteers and staff gained through your employment with Jami is confidential. Any disclosure to any unauthorized person is a serious disciplinary offence.

For further details please contact **Vicky Rachel** on 020 8458 2223 or email **Vicky.rachel@jamiuk.org**.

To apply for the role, please send your CV and covering letter to **recruitment@jamiuk.org**. Closing date for applications **15th July 2022**.