



## CATERING MANAGER

**Job Title:** Catering Manager

**Reporting to:** Director of Operations

**Location:** HideOut Youth Zone (Gorton)

**Salary:** £26,970 - from 1st April

**Holidays:** 33 days including bank holidays (pro-rata)

**Hours:** 40 hours per week (including evenings and weekends)

**Key Relationships:** Director of Operations, Business and People Manager, HideOut Youth Zone staff, volunteers and stakeholders

**WE RESERVE THE RIGHT TO CLOSE THIS ROLE AT ANY TIME.**

## EMPOWER YOUTH ZONES

Empower Youth Zones is the umbrella charity that currently oversees operations of the award-winning youth charity based in Manchester, HideOut Youth Zone, which opened in 2020.

HideOut Youth Zone has supported over 8,000 children and young people since it opened, offering a dynamic youth provision that is open 7 days a week (including school holidays).

HideOut's state-of-the-art building provides young people with somewhere safe to go, something positive to do and someone trusted to talk to, with facilities that include a 3G pitch, climbing wall, gym, sports hall and recreation area, and dance, arts, music and media suites.

Due to the success of HideOut Youth Zone, Empower Youth Zones has been granted the opportunity to open another Youth Zone within Greater Manchester – Salford Youth Zone (known officially as SYZ).

The two Youth Zone's will sit within the Onside network; a growing number of Youth Zone's across the UK which are funded, built, supported and launched by the national charity, Onside.

It is Empower Youth Zone's vision to ensure all young people grow to lead happy, healthy, safe and successful lives.

## WHAT IS THE ROLE

To cater to all members of HideOut Youth Zone and take the lead on running all aspects of an inspiring, healthy and cost-effective catering provision including line managing Catering Assistants. The café is an essential part of our offer for young people (aged 8-19 years, up to 25 for those with additional needs) and the canteen area must be a warm and welcoming place for all.

The role encompasses creating, preparing and cooking inspiring, innovative and appealing dishes that are low cost, and the post holder must be passionate about local produce, minimising food waste, have a "can do" attitude and relate well to young people.

## WHAT WILL I BE DOING?

- To lead the catering provision, ensuring that the café is an integral part of the Youth Zone offer and contributes to the support and development of young people
- To be responsible for managing a sustainable service; taking responsibility for pricing, the provision of a popular menu, working to a strict budget and minimise waste
- To undertake and supervise the preparation of food and beverages served in the café area, as well as for events, internal bookings and room hire
- To create stock control procedures and ensure they are adequate, up to date and adhered to
- To serve food and drinks to Youth Zone members, ensuring they receive a great level of customer service
- To line manage the catering team, together with arranging and managing staffing rotas for the café, including staff holidays, within the staffing budget
- To record catering performance against key indicators e.g. number of meals served and weekly profit
- To establish and complete cleaning schedules (including all work surfaces, storerooms and ancillary areas) which maintain excellent standards of cleanliness, ensuring they are adhered to at all times and accurately recorded
- To order and control all stock, including identifying alternative suppliers compliance with food hygiene regulations, in particular ensuring food is stored appropriately and at correct temperatures, and record all high-risk food temperatures on delivery and prior to service
- Actively promote HideOut Youth Zone and positively contribute to increased membership
- Represent HideOut Youth Zone positively in all dealings with internal and external partners

## WHAT ELSE WILL I NEED TO DO?

- Be a role model for young people and present a positive “can do” attitude
- Commit to a culture of continuous improvement
- Represent HideOut Youth Zone positively and effectively in all dealings with internal colleagues, and external partners.
- Comply with all policies and procedures, with particular reference to safeguarding, codes of conduct, health and safety, and equality and diversity to ensure all activities are as safe as possible and accessible
- To be alert to issues of safeguarding and child protection, ensuring the welfare and safety of Youth Zone members is promoted and safeguarded, and to report any child protection concerns to the Designated
- Safeguarding Leads in line with policies, procedures, and practice (training to be provided)
- To assist with any promotional activities and visits that take place at the Youth Zone, positively contributing towards increasing Youth Zone membership
- As part of the management team, to deliver a focused, measurable contribution to the Youth Zone’s overall strategic plan.

# PERSON SPECIFICATION

<b>Selection Criteria</b> <b>A = Application Form I = Interview</b>	<b>Essential or Desirable</b>	<b>Method of Assessment</b>
<b>Experience</b>		
Working at a senior level within a catering environment	Essential	A & I
Working with children and young people	Desirable	A & I
Cash handling, stock control and ordering	Essential	A & I
Experience of working with/mentoring a team of volunteers	Essential	A & I
Supervising catering staff	Essential	A & I
Planning and providing healthy meals including nutritional information	Desirable	A & I
<b>Qualifications</b>		
NVQ Level 3 Catering or other recognised catering qualification	Desirable	A & I
Advanced Food Hygiene Certificate	Essential	A & I
First Aid qualification	Desirable	A & I
GCSE or equivalent literacy and numeracy	Desirable	A & I
<b>Skills</b>		
Planning and costing menus	Essential	A & I
Ability to communicate clearly and effectively with a wide range of people and follow instructions	Essential	A & I
Ability to prioritise work and manage time effectively	Essential	A & I
Ability to work on own initiative and as part of a team	Essential	A & I
Ability to organise tasks and small staff team	Essential	A & I

A wide-ranging repertoire of meals for young people	Essential	A & I
A willingness to work flexibly to meet business needs	Essential	A & I
A willingness to cover events, holidays and staff absence	Essential	A & I
<b>Knowledge</b>		
Knowledge of Health, Safety and Environmental issues	Essential	A & I
A basic understanding of nutrition	Essential	A & I
Evidence of ongoing professional development	Desirable	A & I

## ADDITIONAL INFO

We particularly encourage applications from people groups who are currently under-represented in our workforce, including those from South Asian heritage and their diasporas.

The role is full-time and based at HideOut Youth Zone in East Manchester. HideOut Youth Zone is committed to safeguarding and promoting the welfare of children, young people and vulnerable groups. This post is subject to an enhanced DBS check.

The strength of HideOut and the OnSide network of Youth Zones is the diversity of its people; we place huge value on equal opportunities and encourage applications from candidates of diverse backgrounds, communities and abilities. The one thing we all have in common is our desire to raise the aspirations of young people across the country.

For information regarding how OnSide Youth Zones process your data, please visit [www.onsideyouthzones.org/applicant-privacy/](http://www.onsideyouthzones.org/applicant-privacy/)

## APPLICATION PROCESS

**Application form:** [www.hideoutyouthzone.org/vacancies](http://www.hideoutyouthzone.org/vacancies)

**How to apply:** Please complete the application form and return to [recruitment@empoweryouthzones.org](mailto:recruitment@empoweryouthzones.org)

**Closing date:** Midday Thursday 6th March

### STRICTLY NO AGENCIES PLEASE

**We review applications on a rolling basis and reserve the right to close the role at any time.**

Feel free to give us a call on **0161 511 3777** if you have any questions about this role, or to hear from a team member about life working at the youth zone.

## **BENEFITS OF WORKING FOR HIDEOUT YOUTH ZONE**

 <p><b>Onsite Fitness Gym &amp; Boxing / MMA Suite</b></p>	 <p><b>33 Days Annual Leave Pro-Rata</b></p>	 <p><b>Secure Cycle Store</b></p>
 <p><b>Branded Workwear</b></p>	 <p><b>Queen Bee's Cafe</b></p>	 <p><b>Flexible Working</b></p>
 <p><b>Learning and Development Opportunities</b></p>	 <p><b>Partnership Working</b></p>	 <p><b>Working with Like-Minded People and Cultures</b></p>
 <p><b>Company Sick Pay and Enhanced Maternity Leave</b></p>	 <p><b>Pension Scheme</b></p>	 <p><b>Living Wage Employer</b></p>

## **Employee Assistance Programme**

HideOut's Employee Assistance Programme provides free and confidential support for our employees on a wide-range of topics, such as:

- Unlimited telephone support (24/7) with calls answered by experienced in-house counsellors, legal and financial specialists
- Structured counselling over the phone, via live chat, email, or in person (up to 6-sessions)
- Family advice line on topics such as childcare & eldercare
- Legal information services including debt & financial information
- Critical incident and trauma support
- Occupational health services
- Crisis support
- "My Healthy Advantage" smartphone app and online personalised wellbeing portal, including videos, webinars, mini health checks and health coaching
- Coverage for dependents (partner/spouse and children aged 16-24) within HMRC guidelines
- Support for line managers
- BrightTV and Wellbeing podcasts

**HIDE**  
OUT  
An OnSide Youth Zone

## **CATERING MANAGER**



# OUR VALUES



## YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

## EXCELLENCE

We encourage ourselves and each other to be the best we can be through continuous learning and improvement, and a focus on finding solutions.



## RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



## AMBITION

We are passionate and driven in taking on new challenges, embracing new ideas and exceeding our ambitions for young people, the Youth Zones and our local communities.

## COLLABORATION

We create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.

