

# Five Acre Wood

## Commercial Catering Manager

**Hours:** 37 per week, Monday to Friday between the hours of 8am-4pm. Term time only plus 2 week.

**Reports to:** PFA Lead (Preparing For Adulthood)

**Pay grade:** KSE plus SEN allowance

### *Purpose of Job:*

The Commercial Catering Manager of 'Made FAW You' at Five Acre Wood School will play a pivotal role in delivering high-quality, industry-standard catering training for pupils with special educational needs and disabilities (SEND). This role is central to the school's commitment to providing meaningful, real-world learning experiences that foster independence, confidence, and employability skills among pupils aged 4 to 19 across diverse learning approaches.

Situated within a special school environment with a high proportion of pupils with autism spectrum disorder (ASD), profound and multiple learning difficulties (PMLD), severe learning difficulties (SLD), and other complex needs, the role demands a sensitive and adaptive approach. The Commercial Catering Manager will oversee the transformation of the existing teaching kitchen into a fully equipped commercial kitchen, supporting the school's vision of inclusion, personalised learning and community engagement. This initiative will provide pupils with hands-on experience producing and selling goods via the on-site school shop (Peggy's FAW-tique) and hospitality training academy (The FAWrient Express).

The role supports Five Acre Wood's ethos of collaboration, respect, and aspiration, ensuring pupils develop essential life skills and vocational competencies in a supportive, nurturing environment.

### **Key responsibilities**

- Oversee the day-to-day operations of the café, ensuring it runs smoothly and efficiently.
- Manage the opening and/or closing procedures, including cash handling and reconciliation.
- Help develop and update the café menu, in liaison with the school's curriculum development team, ensuring it offers a variety of nutritious options.
- Cater to special dietary requirements and ensure allergy information is clearly communicated and labelled.
- Order and manage inventory, ensuring that the café is well-stocked without excess.
- Negotiate with key suppliers to obtain the best value for products.
- Help develop and implement training programmes for trainees, including appropriate accreditation syllabi, in liaison with the school's curriculum development and class teams, focusing on various aspects of hospitality, such as food preparation, customer service, and cash handling.
- Provide hands-on training and supervision to trainees, ensuring they understand and adhere to health and safety standards.
- Work closely with the school's curriculum development and class teams to tailor training programmes to meet the individual needs and abilities of trainees.
- Provide additional support and encouragement to trainees as needed, fostering a positive learning environment.
- Monitor and assess trainees' progress, in liaison with class teams, providing regular feedback to both trainees and their supervising staff.
- Maintain records of trainees' progress and achievements.
- Prepare and manage trainee rotas, in liaison with the school's curriculum development and class teams, ensuring adequate coverage during café hours.
- Ensure all trainees are suitably trained in food safety, hygiene, and customer service.
- Promote morale and wellbeing among trainees.
- Ensure a high level of customer service is maintained, with a focus on creating a welcoming and inclusive environment.

- Handle customer complaints and feedback professionally and constructively.
- Promote the café within the school and the wider community, encouraging sponsorship and support.
- Organise events and initiatives to engage the community and showcase trainees' achievements.
- Manage the café budget, ensuring financial sustainability, in liaison with the school's Strategic Business Manager and finance team.
- Maintain accurate financial records and prepare reports as required, in liaison with the school's Strategic Business Manager and finance team.
- Ensure compliance with school policies and procedures, including safeguarding and child protection.
- Report any issues or concerns to the relevant school staff.
- Seek opportunities for continuous improvement in both the operational and educational aspects of the café.
- Stay updated with industry trends and best practises in hospitality and special needs education.
- Access training/development opportunities available through the school's partnership with an international coffee house.

#### **Effective communication and engagement with students, their families and carers and other professionals.**

- Communicate effectively with students, families, carers, and professionals.
- Share information appropriately, providing feedback to staff to support planning and evaluation, in line with safeguarding, confidentiality, health and safety policies.
- Work in a team context – forging and sustaining relationships across agencies and respecting the contribution of others working with children and their families.

#### **Professional and Personal Conduct**

- Communicate effectively with parents, carers and external professionals, if requested.
- Keep abreast of whole school communication.
- Arrive at school in time to be appropriately prepared for the start of working hours.
- Work collaboratively with colleagues and lead teaching assistants when required.
- Provide accurate feedback and maintain appropriate records.
- Participate in meetings, training and other learning activities and performance development as required.
- Contribute to the overall work/aims of the school.

#### **Safeguarding and promoting the welfare of the child**

- Safeguard and promote the welfare of children by providing a safe, supportive environment, working within school policies, maintaining professional boundaries, and understanding role limitations.
- Only carry out care interventions when appropriately trained and assessed as competent, and assist with the supervision of individuals and groups as required.
- Monitor, record, and report safeguarding concerns or changes appropriately, referring to line managers in line with school policies and maintaining accurate records.

#### **Health & safety**

- Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure.

Your duties will initially be as set out in the job description, but this could be amended from time to time to reflect changes in or to the job.

### Person Specification

REQUIREMENT	ESSENTIAL	DESIRABLE
QUALIFICATIONS/ TRAINING	<ul style="list-style-type: none"> <li>• Relevant qualification in hospitality management or a related field (e.g., NVQ Level 3 in Hospitality Supervision and Leadership) or willing to work towards gaining.</li> <li>• Food Safety and Hygiene Certification - or willing to work towards gaining.</li> <li>• A – C Maths and English GCSE or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• First Aid Certification.</li> </ul>
EXPERIENCE	<ul style="list-style-type: none"> <li>• Proven experience in working in a café or similar food service establishment.</li> <li>• Experience in training and supervising staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working with individuals with special needs.</li> <li>• Experience in an educational setting</li> </ul>
KNOWLEDGE	<ul style="list-style-type: none"> <li>• Knowledge of health and safety regulations related to food service.</li> <li>• Understanding of nutritional requirements and menu planning</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of safeguarding policies and procedures in a school setting.</li> <li>• Knowledge of special dietary requirements and allergy management</li> </ul>
SKILLS/ABILITIES	<ul style="list-style-type: none"> <li>• Strong organisational and time management skills.</li> <li>• Excellent communication and interpersonal skills.</li> <li>• Ability to develop and implement training programmes.</li> <li>• Financial management skills, including budgeting and financial reporting.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to adapt training methods to suit individual pupil needs.</li> </ul>
PERSONAL QUALITIES	<ul style="list-style-type: none"> <li>• Patience, empathy, and a positive attitude</li> <li>• Commitment to providing high-quality customer service.</li> <li>• Enthusiasm for fostering a positive and inclusive learning environment.</li> <li>• Organised</li> <li>• Being discrete, professional, respectful and friendly</li> <li>• Being efficient and dependable</li> <li>• Remaining calm in unexpected or changing situations</li> <li>• Ability to work successfully as part of a team</li> <li>• Confidentiality</li> <li>• To be committed to the school's policies and ethos</li> <li>• To be committed to continuing professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Creative and innovative approach to problem-solving.</li> <li>• Flexibility and adaptability to meet the changing needs of the café and the training academy.</li> </ul>
EFFORT/ ENVIRONMENT	<ul style="list-style-type: none"> <li>• Ability to work in a busy and dynamic environment.</li> <li>• Ability to form and maintain appropriate relationships and personal boundaries with children and young people</li> <li>• Emotional resilience in working with challenging behaviours and attitudes to use authority and maintaining discipline</li> <li>• To assist with ensuring Safeguarding policies and protocols are correctly followed</li> <li>• Willingness to work occasional evenings or weekends for special events or training sessions (and if the licence of the cafe changes)</li> </ul>	

**Acknowledgement of Receipt of Job Description**

- I have received a copy of the job description for Commercial Catering Manager and have read and understand the duties and responsibilities.
- I understand that the duties and responsibilities in the job description are subject to change at the discretion of my employer at any time.
- I understand that my signature below indicates that I have read and understood the above statements.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_