

ACADEMY CATERING MANAGER

Better Futures Multi-Academy Trust

The logo for Better Futures Multi-Academy Trust (BfMAT) is centered in a large, light blue circle. It consists of the letters 'BfMAT' in a bold, white, sans-serif font. The 'f' is smaller and positioned between the 'B' and 'M'.

B_fMA_T

Candidate Pack



Message from Uly Lyons

CEO BFMAT



If you think you're the finished article, stop reading this now.

As a CEO I know I'm supposed to use this space to give you a pithy, inspirational vision full of 'management speak' clichés about becoming outstanding, being supportive, challenging, how rewarding it will be to work with us etc, etc. I find that type of stuff often comes across as quite removed from the reality of the job advertised, a bit inauthentic and generally quite cringey to read. So, I'll try and avoid that and instead give you a flavour of where we are and what we're trying to achieve. If I did have to sum that up in one sentence, it would be:

We're not the finished article and neither are you, so let's make getting better as enjoyable as possible.

This statement has been shaped by how we came into being as a Multi Academy Trust. It wasn't the traditional model of an 'outstanding school' setting up a MAT and then attempting to replicate its model for success with 'less successful' schools. Rather, it emerged from three sixth form colleges from across the Midlands coming together with a university known for innovation, to collectively create a new model for working together and learning from each other. None of us have all the answers and we all struggle with some of the stuff we try and do. We realised that to make this a success we would need to put our individual and collective egos to one side and focus on being 'deliberately developmental'. This is the one bit of management speak I use unapologetically as it is at the centre of how we try to operate and what we want to become. Being a deliberately developmental organisation (DDO) means having an absolute belief in and commitment to the ongoing development of everyone throughout our colleges, staff, and students.

We believe organisational success and personal development are interdependent. That organisations only move forward if their people are supported to develop their technical skills, like enhancing pedagogical

understanding, and their personal competencies, like emotional intelligence and social skills. Candour, feedback, and trust need to be ever-present throughout a DDO's culture. This frees up the time that we all spend hiding our imperfections and development needs. It makes sure problems and frustrations are solved quickly, our blind spots are revealed, and we go out of their way to support each other regardless of hierarchy.

We aren't there yet. Staff at all levels of colleges can become institutionalised into thinking of success and the routes to it in quite narrow ways, normally based on reductive, external accountability measures. This in turn feeds through to students and it's a challenge to help them realise that the function of education isn't about achieving particular sets of grades, but about becoming equipped with the skills and attributes needed to go and be successful throughout their lives and hopefully change the world for the better. We're all still struggling with this but we are making progress. We've done away with performative annual appraisals looking at arbitrary targets and now have more regular and meaningful check ins to help people focus on their development. We have a big focus on wellbeing for staff and students and ensuring their voice plays an important role in our decision making. We are increasingly looking at peer coaching models and how we can develop self-managing teams that have a high degree of autonomy and pre-approval of their work. We're starting to look at how we can best utilise technology to increase engagement with students and reduce workload for staff, with the goal of working towards a four day week for all full time staff. It is early days for a number of these projects and we will continue to make mistakes and fail at some stuff as we go along. This can be hard at times, but if you're open to that and open to challenging yourself and others then it should be a really enjoyable place to work as well. For more information about the Trust or the university just take a look at our website or contact me directly.

Uly Lyons, CEO
Uly@bfmat.ac.uk

Better Futures Multi Academy Trust



On behalf of our trustees, our staff and our students, thank you for your interest in the position of Catering Manager for BFMAT.

Better Futures Multi Academy Trust is new and different. People focused and aiming to be 'deliberately developmental' in all we do, we are at the start of our journey to transform the way colleges can work together and how they can work with universities to provide excellent experiences and outcomes for our students and staff.

We are now entering the next phase of our journey.

We are seeking an innovative and passionate Catering Manager to lead the transformation of our catering services across the BfMAT Trust. You will play a pivotal role in creating a vibrant and sustainable food and beverage environment that excites and nourishes our students and staff. Your vision and leadership will be instrumental in delivery a modern, efficient and financially successful catering operation that prioritises fresh, healthy and appealing food options.

If you are ready to inspire your team, embrace technology and champion sustainability while exceeding customer expectations, we invite you to join us in shaping the future of catering at BfMAT.

Our Mission, Vision and Values

Mission (Why do we exist?)

To transform the futures of young people through excellence, innovation and opportunity

Vision (Where are we heading?)

To become a national hub for excellence in 16-19 education

Our Values (What is important to us?)

Ambitious We are committed to creating exceptional learning experiences for our students, staff and communities. We seek creative solutions to our challenges and are always striving to connect new ideas with concrete realities.

Curious We have a love of learning and a strong desire to know more. We constantly ask questions of ourselves and others, embrace new approaches and aren't afraid to make mistakes.

Involved We are inclusive, open and are all actively engaged to make a difference to the communities we serve. We value and celebrate our communities' diversity of thought, expertise, experience and background.

Supportive We support each other's work and we support each other as individuals, both professionally and personally. We help each other to make decisions that improve our work and benefit our students, staff and community.

Genuine We always tell the truth, own up when we've made mistakes and deal with the consequences of our actions. Our actions reflect the things we say and the values we believe in.

Optimistic We view everything with a positive eye and an open mind. We strive to foster an environment of optimism, even in the toughest of situations.

Job details

Post:	Catering Manager 1FTE – 52 week contract
Grade:	Salary Range- £33,325 to £37,385
Annual Leave:	22-25 days per annum (outside of term dates)
Location:	Travel between sites is required: King Edward VI College, Nuneaton, CV11 4BE, Bilborough Sixth Form College, Nottingham, NG8 4DG Gateway College, Leicester, LE5 1GA Flexible working arrangements considered
Responsible to:	BfMAT Central Team
Direct Reports/Responsible	
For:	Canteen Staffing across Trust

Overall/ Key Purpose

- Better Futures Multi-Academy Trust (BFMAT) is an exciting new(ish) development, established by Coventry University Group as the Trust sponsors, with three member colleges and plans for growth in the coming years
- The catering Manager will support the central leadership team in the strategic development and operation of the catering facilities within the Trust, with responsibility for the canteen staffing within each college
- The post-holder is expected to uphold the values of the Trust and act as an ambassador for the Trust and Coventry University Group more widely

Specific Responsibilities

1. **Responsibility for the running of the catering operation and all associated areas within the colleges, such as café, restaurant, hospitality, kitchen, stores, back-of-house and the vending operation.**
2. **Leadership of the catering team and facilities, ensuring canteens are open on time, serve the correct menu and offer the best service possible.**
3. **Ensure regular communication with the senior leadership team in each college to ensure the service is fulfilling its need and act on any operational issues raised.**
4. **Develop and maintain a consistent brand identity across all catering outlets.**
5. **Develop and implement sustainability strategies and initiatives**
6. **Create and evolve a diverse and appealing menu that aligns with student preferences and dietary requirements.**
7. **Actively seek feedback from students and staff that allows further development of the menu.**

Job details continued

Equipment and Technology

- Responsible for the management and operation of the EPOS system, ensuring the pricing and menus are up to date.
- Development and implementation of a Kitchen Management System to enable mobile/remote ordering.
- Ensure through appropriate colleagues that all equipment used within the catering operation is;
 - maintained, stored, cleaned and up to company standards
 - all hire equipment is checked in and re-checked on its departure
 - All vending equipment is checked in, maintained and re-checked on its departure

Staff Leadership

1. Develop a staffing rota that balances budget with efficiency
2. Ensure the team are trained, developed and monitored and are aware of all BfMAT policies and procedures
3. To hold a weekly/bi-weekly briefing with the kitchen supervisors to discuss daily events, issues/problems and plans of action to be taken. Constantly updating information and advising the team and check understanding.
4. Promote a culture where continuous learning is valued.
5. Encourage the team to seek out knowledge and skills that will help them grow in their roles.
6. Create autonomy for the team and responsibility to make decisions, to empower, feel safe and foster innovation.
7. Conduct regular one to one meetings to provide constructive feedback and discuss progress. Make sure feedback is specific, actionable and balanced with positive reinforcement.
8. Foster a workplace culture that is inclusive, diverse and welcoming.
9. Ensure that all employees feel valued and respected.
10. Encourage transparency and candid discussions using OfficeVibe and leadership feedback mechanisms.
11. Promote and encourage the team to develop leadership skills through BfMAT Aspiring Leaders and Middle Leadership programs.
12. Ensure that training and development are aligned with BfMAT Strategic goals

Financial Management

- Responsibility for budget planning, cost control and achieving profitability, if possible, while maintaining minimum expected satisfaction levels with the service from students and staff.
- Develop the service to be at least cost neutral

Job details continued

Policy

- Development, implementation and supervision of all necessary control procedures to ensure that the catering policies and budgetary targets are adhered to. To include overall management of the unit accounts to include; hospitality, (internal and external) and vending.
- The strict implementation of statutory rules and ensure that all company hygiene, health and safety policies in all catering areas are adhered to and maintained.
- Follow all COSHH legislation and procedures whilst using chemicals or cleaning equipment/catering and areas.
- Responsible for the completion of any documentation as required e.g. temperature logs, vending transfers, cleaning rotos, HACCPs etc.
- Where appropriate the ordering or ensuring the kitchen supervisors are storing production and service of all food and beverages, vending, disposable and cleaning materials. This should also include wastage records and stock breakage controls. To complete and check weekly and monthly stock takes. To control cost and gross profits, every new product to be inputted and gross profit cost and sales sheet to achieve gross profit for the units.

Person Specification: Criteria

Attributes, Values & Behaviours

As a values driven organisation, the person specification reflects the importance we place on these. Outlined below is our leadership framework based on our values and our Catering Manager will need to demonstrate these as well as the ability to develop these in others;

Ambitious

- Setting a **clear and compelling vision**, always looking to **inspire people** to do things they never thought they could.
- Avoiding over complication and change for changes sake - seeking **clarity of purpose** and simplicity in all we do.
- Being **obsessive about improving** the experience we offer students and staff, acting as a **role model** for the standards of behaviour we should all **expect of each other**.
- Focusing on **collective improvement** through the development of highly performing teams & **shared accountability** rather than individual glory/blame

Curious

- Demonstrating an **unquenchable appetite for learning** and exploring new ways of approaching our challenges, focusing on developing this with all our staff and students.
- Not being afraid to **take risks** and encouraging this in others, ensuring we maximize **learning from our mistakes** and failures.
- Promoting an **openness of discourse**. Acknowledge we will not always be right and **welcome constructive challenge** of our thinking
- Being able to combine dreams and big ideas with details; **act as doers**, not just thinkers.

Involved

- Ensuring high levels of **visibility** and engagement of our leaders around our colleges and within our **local communities**.
- Actively seeking and **developing partnerships** to ensure we are connected to and having a **significant positive impact** on our local communities and on each other.
- Supporting staff to break down barriers to **partnership working**, within colleges, across the Trust and with external partners.
- Acting as **champions of inclusivity** and diversity and challenging any behaviours, structures or processes that are not fully inclusive for the communities we serve

Person Specification: Criteria

Supportive

- Acting as a **role model** for our staff in terms of staff wellbeing and work-life balance, **setting expectations** and challenging staff when they fall short of these expectations.
- Demonstrating **empathy** and **emotional intelligence** particularly in difficult moments, while helping staff and students frame possible solutions to their challenges. Not being afraid to get our 'hands dirty' with staff to help solve a problem.
- Focusing on **empowering** all our people, ensuring they gain the skills and experience needed to **thrive at work**, through training, coaching, mentoring and wider development opportunities.
- Knowing the difference between **being empowering** and being enabling when supporting/developing our people and being skilled at having '**crucial conversations**' when needed.

Genuine

- Keeping the promises, we make and sticking to our **commitments**, particularly in difficult times. Not being afraid to **take risks** and encouraging this in others, ensuring we maximise **learning from our mistakes** and failures.
- Seeking **honest** regular consultation with **feedback** from students and staff, responding meaningfully and constructively, **without 'spin'** or rancour.
- Give regular, honest and **constructive feedback** to our staff, collectively and individually to help them **further develop** and **thrive** at work
- Having the conviction and tenacity to **disagree when needed**, but once a decision is made **committing wholly** to it, even when uncomfortable, unpopular or exhausting.

Optimistic

- Always **believing in** and promoting the ability of **our staff & students** to further develop their skills and abilities.
- Remembering to tell people when things are going well and actively **celebrating** the achievements of our students and staff at every opportunity.
- **Challenging cynicism**, pessimism or political expediency in **ourselves and others**, working to demonstrate how we can help bring about **positive outcomes** in line with our values.
- **Encourage innovations** and ideas for improvement from others, focusing on the potential benefits and being risk aware rather than risk averse. supporting/developing our people and being skilled at having '**crucial conversations**' when needed.

Person Specification: Criteria

Get Things Done

- Proactive problem-solver who efficiently executes plans and ensures timely completion of tasks, fostering a culture of accountability.

Communicate Effectively

- Skilled communicator who ensures clarity, transparency and alignment across all levels of the organization.

Act with Integrity

- Prioritizes honesty, trust and fairness in all decisions and interactions.

Adapt My Approach

- Continuously evolves leadership style to meet the unique needs of different situations, teams and driving success in a variety of environments.

Remain Positive

- Promotes a positive workplace culture by encouraging and uplifting others, even during difficult times.
- **Think Creatively**
- Encourages out-of-the-box thinking, fostering a culture of innovation and embracing new ideas that challenge the status quo.

Other Requirements: Qualifications and Experience

- Level 2 Food safety and Hygiene certificate (or equivalent), Level 2 Hospitality Team Member(or equivalent) – Essential
- Level 3 Food Safety & Hygiene Certificate, Level 3 Hospitality Supervisor (or equivalent) - Desirable
- Has previous catering position, experience of managing a successful team across multiple catering establishments and over 5 years' experience in managing kitchen staff – Experience – Essential
 - HR experience of TUPE - Desirable



Person Specification: Criteria

Any initial enquiries about this post or the appointment process should be directed to:

Lee Sands, Chief Operating Officer by email at lee@bfmat.ac.uk

To apply for this role please follow this link to the BFMAT TES recruitment portal:

<https://www.tes.com>

To request an application form in an alternative format, please contact Lianne Parry, People Team on 024 76328231 or by email lianne.parry@ke6n.ac.uk

CVs will only be accepted alongside a completed application form

Closing **Monday 25 November 2024 @ 9:00am**

Selection **Activities and Interviews to be held Wednesday 04 December 2024**

Safeguarding Children and Young People

Better Futures Multi Academy Trust Limited is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

All staff appointments are subject to the following pre-employment checks:

- Right to work in the UK
- Previous employment history and exploring gaps in Employment
- Verification of relevant work qualifications
- Medical
- References
- ISA Children's List and DBS check (including overseas 'Certificate of Good Conduct' as appropriate)
- As part of the shortlisting process, statutory requirements, and in advance of an offer to interview, we now carry out an online search as part of our due diligence on shortlisted candidates.

Better Futures Multi Academy Trust Limited

Coventry University

Priory Street

Coventry

CV1 5FB

E-mail: Lee@bfmat.ac.uk

Website: <https://www.coventry.ac.uk/business/our-services/coventry-university-group/better-futures-multi-academy-trust/>

Better Futures
Multi-Academy Trust

Coventry
University 