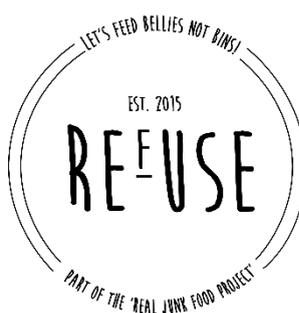


## Role Description: Catering Operations Manager

REfUSE is a not-for-profit social enterprise based in Chester le Street. We intercept food that would otherwise go to waste, and use it to run a Pay What You Decide cafe, a catering company, a volunteer training scheme and education and engagement projects. Our vision is *to reveal the true value of things, places and people that are unjustly wasted or overlooked*. We intercept 10-13 tonnes of food each month from supermarkets and retailers around the North East. Along with a force of other organisations, activists and campaigners, we've raised awareness of the injustice of food waste at every level, from households and families to businesses and supermarket directors.



We are recruiting a Catering Operations Manager to oversee the growth of our catering brand, Conscious Kitchen. Conscious Kitchen is an ethical event caterer: we care for the environment in all that we do, raising awareness of food waste and sustainable and ethical food options, and we invest in people by providing training and support for those with barriers to employment. All of our catering profits go into funding the community and campaigning work of REfUSE.

The role would involve overseeing the administration and strategy of the Conscious Kitchen brand, working with our catering manager to publicise our services, manage budgets and finances, organise our events' diary and provide customers with an excellent service.

### Key Information

- Part-time role 24 hours per week
- Employment term: 12 months, including an initial probationary period of 3 months.
- Salary £21,000 pro rata
- Deadline for all applications is **21st January 2022 at midnight** – applications received after this date will not be considered.
- Please see the application process below, applications which do not provide the required documents will not be considered.
- Interviews will take place between 24th and 28th of January
- We will endeavour to contact all applicants as soon as possible to inform them of the status of their application.
- We are aiming for the role to commence on **1st March 2022** but start dates will be discussed at interview.
- If you require any further information, please contact [info@refusedurham.org.uk](mailto:info@refusedurham.org.uk)

Please note that a Disclosure and Barring Service (DBS) Enhanced Disclosure Certificate will be required for the post, but that a clean DBS certificate is not essential for the role - we will consider applicants with a criminal record on a case-by-case basis.

## **Main duties**

- Implement and manage our growth strategy for the catering side of REFUSE
- Manage and monitor income and expenditure, make decisions about direction of Conscious Kitchen to build financial sustainability
- Take a lead on ensuring that Conscious Kitchen operates along the highest standards of ethical, waste free and low carbon practices.
- Oversee our work calendar for catering events and manage allocation of work within our two-person catering team. Make decisions about what events and services we do and don't provide based on efficiency and capacity.
- Manage quotes, booking forms and agreements, invoices and receipts, working with the catering manager and REFUSE's administrator.
- Identify opportunities for growth and development of Conscious Kitchen, both within REFUSE premises and off site. Build a marketing strategy, to build a better understanding of our target audience and ultimately increase the number of event bookings. Produce leaflets, social media posts, menu examples, website pages about catering.
- Support our catering manager to build a bank of catering event staff, and a structured approach to recruiting, training and supporting staff for events.
- Support our catering manager in their plans to develop a supportive work experience programme for people who have barriers to employment, for example learning difficulties, mental health problems, or just a lack of confidence. This supported work experience programme would be centred on empowerment and encouragement.

## **Person Specification**

### **Essential: You must...**

- be passionate about grass-roots environmental and social change; have a good understanding of sustainability and ethical choices around food
- be adaptive and resilient in a fast-paced and new part of the organisation
- be available to work flexible hours, evenings and weekends
- have experience of staff and project management, able to work in a methodical, organised way
- be non-judgmental, inclusive and comfortable working with staff and volunteers from a wide range of backgrounds;
- have good communication skills in both written and verbal formats;
- have experience of managing budgets and financial planning;
- have excellent IT skills including Excel, Google platforms and use of social media;
- have a clean driving licence

### **Desirable: It would be great if you...**

- have experience in catering and/or food service
- enjoy cooking and being creative with food
- have experience with project management software/apps

## **Application Process**

If you are interested in applying, please send the following:

- Covering Letter describing your experience of the main duties and how you meet the person specification above (1 A4 page maximum)
- An up-to-date CV (2 A4 pages maximum)
- Contact details for 2 referees

Please either attach the above to an email and send it to [info@refusedurham.org.uk](mailto:info@refusedurham.org.uk) with an email subject of **“Catering operations manager”**