Recruitment Pack



EAST RENFREWSHIRE COUNCIL

CATERING SERVICES MANAGER

ERN06634

EXTERNAL

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This Recruitment Pack should contain all the information you require to complete your application.

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ADVERTISEMENT

DEPARTMENT:	Education
JOB TITLE:	Catering Services Manager
JOB STATUS:	Full Time
DURATION:	Permanent
NUMBER OF VACANCIES:	1
GRADE:	13
HOURLY RATE:	£30.95 - £33.79
ANNUAL SALARY:	£56,480 - £61,663
HOURS PER WEEK:	35
WORK PATTERN:	Monday – Friday 08:00 – 16:00
LOCATION:	Barrhead Council Offices

We have an exciting permanent opportunity to join our friendly and supportive Facilities Management team as Catering Provisions Manager.

In this key role, you will lead the delivery and continuous improvement of the Council's catering service, ensuring high standards of quality, compliance and customer service.

You will be responsible for operational management, performance monitoring, resource management and providing expert advice to support service excellence.
We are looking for someone with significant experience in catering or facilities management, strong leadership skills, and a sound understanding of relevant

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legislation and compliance requirements. Ideally, you will have experience working in a public sector environment and hold a relevant professional qualification.

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This post is considered Regulated Work with Children and Protected Adults, under the Protection of Vulnerable Groups (Scotland) Act 2007. It is an offence therefore to apply if you are barred from working with children and protected adults. In addition to this, if you have lived or worked in any country outside the UK in the past 10 years, there may be a requirement for an overseas police check.

For details of our employment policies and terms and conditions, please visit our Council Careers page https://eastrenfrewshire.gov.uk/careers

East Renfrewshire Council has launched a new 15-year Community Planning Partnership vision called 'A Place to Grow'. Please follow this link https://eastrenfrewshire.gov.uk/placetogrow to watch a video and read our full plan which sets out our shared hopes and aspirations between now and 2040 so that East Renfrewshire is a place where everyone can flourish, thrive and grow.

Please note – all applicants will be asked to provide proof of their right to work in the UK, and any offer of employment will be conditional upon verifying documentary evidence before employment commences. Further information can be found here: https://www.gov.uk/prove-right-to-work

Please note – East Renfrewshire Council does not provide Visa sponsorship.

References – during your application form completion you must provide details of a minimum of 2 referees, 1 of which should be your most recent or current employer. It is also a requirement that the referees are your previous/current managers and are not the details of work colleagues operating at the same level as you or personal referees. Please note only work email addresses for referees will be accepted. Please contact hrdirect@eastrenfrewshire.gov.uk with any questions.

Employability Support – Work East Ren – For further support on completing job applications, East Renfrewshire residents can access free support from our employability team Work East Ren. They can also provide general support with other employability matters. Please contact Work East Ren on 0141 577 8438, email worker@eastrenfrewshire.gov.uk or visit the website https://www.workeastren.co.uk/

Pension Scheme

Employees with a contract of employment for 3 months or more are automatically included in our Local Government Pension Scheme which is a career average scheme. Pension contribution rates are based on a tiered system determined by your annual full time equivalent pensionable pay. Further details can be found in the attached document General Information for Applicants or via the Strathclyde Pension Fund website Local Government Pension Scheme (LGPS) Guidance

Recruitment Dates

Closing date for applications: midnight on Sunday 29 November 2026

Shortleet date: 01 December 2026

Interview date: 16 December 2026

If you would like an informal discussion about the post, please contact Nicky Joiner, Catering Coordinator, on 0141 577 3308 (No agencies please).

Recruitment Communication

As you are applying for this post on-line you will receive an automatic e-mail receipt once you have submitted your form.

You should also note that all communication will be sent electronically to the email address you provide on your form. This can include the following:

- Email notification advising of outcome of shortlisting
- Invite to interview email
- Conditional offer email
- Full employment contract

Given the nature of the above correspondence you should ensure that the email address you provide is secure and relevant (i.e. not public or work related if possible)

Payslips

The council provides electronic payslips online through our employee self-service portal. Successful applicants will be provided with a login to the self-service portal to access their payslip.

Guaranteed Interview Scheme

Disability Confident

If a disabled applicant can clearly show in their application that they meet the essential criteria for the job (as shown in the person specification) they will be given the opportunity to demonstrate their abilities at interview.

Care Experienced Children and Young People – Looked After Children

For Local Government roles, if an applicant clearly shows in their application that they meet the essential criteria for the job (as shown in the person specification) and they have either been in the care of their local authority i.e. been in foster care or in residential care etc. and they are under the age of 29 years old they will be given the opportunity to demonstrate their abilities at interview.

Veterans

For Local Government roles, if an applicant clearly shows in their application that they meet the essential criteria for the job (as shown in the person specification) and can demonstrate in their work history they are a Veteran of the armed forces who has left or is leaving service then applicants will be given the opportunity to demonstrate their abilities at interview.

Trainee Roles or Modern Apprentices

For modern apprentices or traineeship roles where the applicant is an East Renfrewshire Council resident or school leaver, they will be guaranteed interview if the applicant clearly shows in their application that they meet the essential criteria for the job.

Equalities

East Renfrewshire Council is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

Our aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

We offer a range of family friendly, inclusive employment policies, and employee benefits to support staff from different backgrounds.

East Renfrewshire Council has committed to implement the key recommendations of the Scottish Parliament's Equalities and Human Rights Committee's Race Equality, Employment and Skills: Making Progress report.

Application Guidance

For help on completing East Renfrewshire Council's Local Government application form, we have provided guidance on our Careers webpage under the Applying to Work for Us section which can be found here
- https://www.eastrenfrewshire.gov.uk/careers

Please fill out the application using your own words, based on your own experiences. We ask that candidates do not use AI tools to complete recruitment application forms. We value authenticity and are genuinely interested in reading candidates personally written applications. If it looks like your application was created using AI, we may not be able to consider it unless you've told us in advance and we've agreed this as part of a reasonable adjustment.

Privacy Notice

If you would like more information about how we handle your data please read our Privacy Notice which can be found here:
https://www.eastrenfrewshire.gov.uk/hr-privacy-notice

JOB DESCRIPTION

Department:	Education
Division/Section:	Facilities Management
Job Title:	Catering Services Manager
Responsible to:	Education Provision Manager
Grade:	13
Date Revised:	June 2023
Purpose of the Role:	Management and provision of a quality catering service delivered to all customers whilst ensuring East Renfrewshire Council remains compliant with the relevant legislation and national/local policies and guidance.,. Adhering to council policies and creating and maintaining procedures to ensure the service complies with Healthy and Safety legislation, internal audit, Environmental health legislation, Procurement and HR guidance. Quality assurance, performance management and improvement of catering service. Effective management of resources and information systems to ensure effective and efficient use of resources. Provide operational management support across the broader facilities management service as required Provide expert technical advice to senior management Work in collaboration with external partners, agencies and organisations to ensure that catering and FM services are in line with local and national requirements.

Responsibilities

- Lead catering service delivery including menu development for schools (early years, primary schools and high schools) inclusive of special diet and cultural requirements, menus for special events and theme days to ensure nutritional standards and legislative requirements are met at all times.

- To ensure all required information is available for HMIE school inspection in the preparation, extraction, analysis and presentation of reports, information and data from Nutmeg.

- To develop and maintain relationships with key local and national stakeholders Eg Education Scotland, SXL and Good Food Nation strategy team.
- Identify, recommend and implement changes in service requirement as a result of national / local legislative and policy changes

- Management of catering budget ensuring all budgetary lines are managed in particular staffing levels, provisions and equipment by benchmarking, reviewing costs and overviewing probable outturn. Seek best value in service delivery.

- Promote and develop a customer oriented ethos, responding to and resolving customer complaints. Engaging with customers in service design and delivery

- Develop and promote equal opportunities both in terms of service delivery and in employment and in all aspects of the council's activities

- Lead HR management inclusive of recruitment, induction, training, maximizing attendance, Quality Conversations, mediation, staff well-being, discipline and grievance in line with the council policy and department procedures. Responsible for ensuring direct reports are effectively recording of all aspects of this work (e.g. staff training/absence records)

- Responsible for People Management including managing team performance and providing feedback. Managing sickness absence in line with policy and support team wellbeing. Holding regular one-to-one meetings to guide and address concerns. Support learning and development of team members.

- To manage the catering service purchasing contracts working with Scotland Excel and ERC procurement team in ensuring the correct suppliers and products are available for the service. Ensure compliance with all procurement legislation and procedures.

- To ensure health and safety legislation is adhered to at all times by staff and managers within the catering service providing a safe work environment. This includes develop and implementation of risk assessments, safe systems of work, work environment and staff training.

- To provide guidance and support to all catering staff with regards to adhering to environmental health and food safety systems and procedures. Responsible for regular updates and review of food safety policy and procedures to ensure compliance with food based legislation across the service

- To ensure a quality service is delivered at all times by consulting with all key stakeholders: pupils, parents, head teachers and education staff. Meeting with key stakeholders to discuss any issues or developments to ensure service delivery achieved at all times and needs are met where possible and identification and implementation of improvement actions.

- Responsible for ensuring regular monitoring and inspections of all operational sites and associated documentation to ensure standards meet service specifications, correct procedures are being followed including compliance with health and safety requirements and quality accreditations and any relevant legislation

- Monitoring quality audits with cluster managers, identifying weaknesses and areas for improvement within the service

- Working with IT, liaise and identify relevant future technology requirements In particular with regard to managing existing software packages and where necessary procedures for catering team such as cashless catering and nutritional analysis package

- Responsible for accurate external data returns and submissions, including APSE / ASSIST / Scottish Government.

- Ensure targets and deadlines are met and prepare management reports as required, in particular for audit reports.

- Identification and management of catering equipment and supplies across the estate including: procurement, installation, maintenance and testing of catering equipment, including asset registers.

- A key role in developing ways of working with internal and external partners as a result of statutory and regulatory change, lead the way on transforming how services are delivered

- Work with communications team to promote the catering service to parents and the wider community.

- This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as may be required by the Education Provision Manager and Education senior leaders commensurate with the grade of the post.

PERSON SPECIFICATION

POST OF:	Catering Services Manager	**DEPARTMENT:**	**Education**
GRADE:	**13**	**SERVICE:**	**Facilities Management**

ATTRIBUTES	ESSENTIAL	DESIRABLE
PROFESSIONAL / EDUCATIONAL QUALIFICATIONS OR EQUIVALENT WORK EXPERIENCE	Catering Management qualification HND or equivalent Intermediate food hygiene SVQ/NVQ level 4 in professional cookery or equivalent Health and safety managing safely or equivalent or willing to work towards in role	Catering Management qualification Degree Advanced food Hygiene
RELEVANT WORK / OTHER EXPERIENCE / SKILLS	Proven relevant catering management experience. Knowledge and understanding of the Scottish Government's 'Hungry for Success' guidelines, the Scotland (Health Promotion and Nutrition) (Scotland) Act 2007 and the Caroline Walker Trust Guidelines `Eating Well for Older People', BEBL document and Setting the table Guidance. Knowledge and experience of working with a nutritional analysis software package. Experience in the identification of training needs. Ability to plan and organise work to meet objectives. Proven ability to promote/sell changes or new ideas.	

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	Concise and persuasive oral and written communication skills at all levels. Ability to write reports. Analytical/interpretative skills and problem solving approach. Ability to work successfully as part of a team and to establish effective working relationships at all levels within ERC and outside agencies. Ability to successfully motivate other employees within a variety of settings. Computer literate and proficient in developing and maintaining spreadsheets and databases and in the use in Excel, Word and Power point. Proven experience in the development and implementation of training. Experience of managing budget and keeping within set parameters.	
PERSONAL QUALITIES / BEHAVIOURS	Excellent communication skills Ability to work on own initiative. Flexible and adaptable. Commitment to learning and personal development. Resilient. Ability to cope with the demands of the post. Able to demonstrate a good health record Excellent personal hygiene Ability to work flexible hours if required	

PEOPLE MANAGEMENT	Experience of managing people	
LEADERSHIP COMPETENCIES	• Leads with Purpose: Leaders demonstrate integrity and align the work they are responsible for with our organisational goals, culture and values. They behave with professionalism, following up on commitments and using their expertise to maximise positive outcomes. • Grows Self and Others: Leaders live by our values to empower others, support growth, and celebrate contributions, building a stronger organisation for the future. They develop talent, build confidence, and foster a culture of continuous learning and innovation for themselves and others. • Nurtures Partnerships: Leaders build meaningful relationships based on trust and respectful communication. They lead with a 'One Council, One Team' mindset to achieve shared goals across teams, services and our community.	
ADDITIONAL JOB REQUIREMENTS		