

Team Manager - West Warehouse Evenings/ Weekends/ Nights

Location: Bracknell/ Aylesford	Profession: Hospitality & Food Service
Reports to: Hospitality Manager (In relevant location)	
People Management: Yes Assignment Management: N/A	
Job description (critical purpose) • Lead the food production for the west warehouse Partners Dining Room, holding responsibility for shaping and influencing all aspects of the menu development and food production , including compliance and risk management. • To create an environment in which the Hospitality & Food Service team consistently delivers their business objectives and demonstrates high operational standards. • Contribute to the growth and efficiency of the Hospitality & Food Service profession • Stretch your influence to act as part of the overall service delivery team for Head Office Facilities Through your Profession you will have the opportunity to develop and stretch personally and professionally to achieve your potential. The Partnership supports agile and flexible working practices, such as when, where and how we work. We have several different ways to work flexibly, including part-time, flexible or compressed hours, and job sharing. Head office areas also support a blended working approach. We celebrate diversity and inclusion in the John Lewis Partnership and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.	
Primary Outcomes & Accountabilities Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently. Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different. Continuously engage with and actively contribute to your Profession Take responsibility for actively engaging with change Lead Partners within multi-disciplinary and matrix teams to achieve and deliver work, in line with business outcomes and with the voice of the customer at the heart of decision making. Support all Partners to realise their potential aligning joint expectations and goals with what has been agreed with the people manager.	Measures of success • Engagement in democratic process, • Personal PDP in place with stretching objectives. • Responsive to matrix functional service requirements clearly set and meeting overall campus support requirements with positive relationships • Ensure there is a spirit of support and collaborative cooperation across the campuses
Customer / Financial/ Commercial • Create a menu which is fit for purpose, meets the needs of Partners and provides food inspiration. • Lead the delivery of outstanding and consistent customer service in	• Menus meet nutritional and cost requirements of the Food & Hospitality strategy

catering and vending to maximise Partner Dining Room sales. • Lead the food preparation process ensuring the right balance between nutrition, profitability and price. • Identify, explore and develop opportunities for continuous improvement and greater efficiency/ • To ensure the teams develop a great food offer which exceeds commercial targets, delights customers and leads market / competitor trends. • Managing and working closely with other Chefs of all levels • Determining food inventory needs, stock requirements and ordering. • Responsible for ensuring the kitchens meet all regulations including the highest standards of food safety and hygiene legislation as well best practises • Being responsible for Food Production health and safety. • Set the standards for the administration of Food preparation to accurately record management information and food safety requirements.	• Sales and cost expectations met and targets exceeded • Operational setup meets the requirements of the profession. • Customer feedback on services • Annual business plan in place • Health and Allergen information recorded accurately and without incident
Partner • Act as an exemplar operator leading and coaching your team to success • Develop self and team's capability and capacity to create career and succession strength . • Recognise, celebrate, and reward individual and team success and lead democratic vitality • Ensure consistent approach when managing performance • Establish and build effective relationships with stakeholders, gaining customer feedback to drive continuous improvement • Deliver and promote healthy and balanced food information so Partners act as ambassadors.	• Team development plans in place with challenging and measurable outcomes • Coordinate and encourage feedback within the democratic framework • Calibration and ARP's well managed and auditable • Clear development plan to support health and nutrition leadership • Succession plan in place
Compliance & Risk Management • Lead the full compliance with JLP Catering policies and legislation • Lead the full compliance with Health and Safety Regulations • Carry out due diligence tasks and keep accurate due diligence checks and records	• Clear development plans in place to promote compliance agenda • Evidence of continuous learning & development • Food Safety Audit Scores
Supporting Head Office Life • Play a central role in the development of holistic, coordinated support services across the campus seeking and giving advice with the Facilities team as required. • Be part of the team which delivers duty manager duties to the Campus. This does involve out of hours availability on a scheduled basis. • Play a vital role in the recovery of the business in case of service failure or other situation providing assistance where required to recover the campus.	• Duty Manager shifts fulfilled • Goes above and beyond the remit of role in delivery of a holistic campus proposition. • Understands why it is important to have flexibility within the team and easily adapts to the changing needs of the campus needs. • Incidents well managed, supported and process followed.

<i>Skills</i>	
Customer Centricity	Puts every customer, both internal and external, at the heart of everything, and understands the Partnership ambition to offer differentiated service that is aligned to our Values. Understands that they are empowered to deliver incredible service for every type of customer with whom they interact and acts on this every time in every environment.
Matrix Management	Understands how to get things done in a matrix or dotted line management structure in which some Partners report to more than one manager or leader and in some cases peers.
Strategic Influence	Works collaboratively to achieve the optimum and mutual agreement for a way forward for all parties. Resolves professional differences along the way through active listening and appropriate assertive communication to reach a win-win outcome. Is prepared to adapt communication style to each situation and has the best interest of the Partnership at the forefront of all interactions.
Task Prioritisation	Plans and reviews workload regularly and is prepared to adapt to ever changing circumstances. Assesses workload realistically in terms of urgency and importance and is ready for "curve balls" and changes plans where necessary to ensure optimum achievement and deadlines are hit and stakeholder relationships are maintained.
Developing Teams	Builds high performing teams through integrating a diversity and blend of skills and personalities and supporting a trust based environment. Empowers the team to achieve success with a shared sense of purpose and clarity on team goals

The six Assessment Criteria for Resourcing most relevant to this role are:

- Customer & Performance Focus
- Empowered Partner
- Planning & Delivering Excellence
- Collaborating & Supporting
- Unlocking Potential
- Communicating & Influencing

Qualifications & Experience**Essential**

Good Basic Education - GCSEs - A Levels or Vocational equivalents
Intermediate Food Hygiene Certificate.
Recognised Food Production Certificate. City & Guilds 706 1 & 2 or equivalent
Operational experience in PDRs, canteens or hospitality at a supervisory level

Desirable

Advanced Food Hygiene Certificate Level 3

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