



## JOB POSTING

**Job Title:** Food Services Manager

**Program:** Wesley Food Services

**Posting Date:** August 15, 2017

**Status:** Full-time; contract

**Job Posting #:** 845

**Effective Date:** September 2017

**Posting Closing:** August 22, 2017

**Purpose:** Wesley has an exciting opportunity for someone with management experience in the Food Services Industry, and also has a passion for social change and innovation. We are looking for someone with an entrepreneurial spirit and strong business acumen to be involved with the launch of a Social Enterprise that will provide a meal provision component and a food services training platform for vulnerable individuals. The Manager will oversee all aspects of the Wesley Food Services and Training Program. Within the social enterprise, the kitchen manager will take leadership in developing our kitchen-related internal revenue generation streams, adapting projects and programs to maximize both economic and social returns. This will include meal provision for residential programs and may include external catering contracts, specialty cooking workshops, and creating menus for our fundraising events. The Food Services Manager will work closely with the kitchen manager and also oversee the development of a food services training platform including staffing, curriculum development, promotion, recruitment, scheduling and providing detailed statistical and narrative reporting.

### **Duties:**

1. Manage the administrative elements of these projects, such as tracking revenues and expenses, managing inventories, building and maintaining relationships with clients and partners, making invoices, etc.
2. Take responsibility for the marketing and promotion of the programs and services, events and activities, using tools such as newsletters and social media, and adapting services and products in response to community interest
3. Evaluate the social and financial impacts of the social enterprise kitchen projects, making changes and seizing opportunities as they arise
4. Recruit and hire staff, including cooks and other kitchen workers.
5. Determine production schedules and staff requirements necessary to ensure timely delivery of services.
6. Oversee the preparation of complete meals, 7 days per week, with the support of staff, a team of volunteers, and participants in the training program
7. Support kitchen staff/volunteers/trainees with a variety of skills and abilities, providing on-the-spot training where necessary
8. Act as a role model for staff by demonstrating a positive attitude necessary to meet the

goals and standards of the Meal Program and training program

9. Analyze recipes to ensure a nutritious and diverse menu; prepare and cook nutritional foods of all types that can be customized for the dietary needs of our clients and customers
10. Collaborate with other personnel to plan and develop recipes and menus, taking into account such factors as seasonal availability of ingredients and the likely number of customers
11. Meet with consumers to discuss menus.
12. Instruct cooks and others in the preparation, cooking, garnishing, and presentation of food
13. Coordinate planning, budgeting, scheduling and purchasing for all the food operations within establishment.
14. Estimate amounts and costs of required supplies, such as food and ingredients; order or requisition food and other supplies needed to ensure efficient operation;
15. Meet with vendors and sales representatives in order to negotiate prices and order supplies.
16. Check the quality of raw and cooked food products to ensure that standards are met.
17. Monitor the inventory of all received products.
18. Ensure safe storage, inventory of donated and purchased food.
19. Inspect supplies, equipment, and work areas to ensure conformance to industry standards; arrange for equipment purchases and repairs.
20. Monitor sanitation practices to ensure that employees follow standards and regulations.
21. Demonstrate new cooking techniques and equipment to staff.
22. Record production and operational data on specified forms.
23. Other duties as assigned.

### **Qualifications**

1. Minimum of 3-5 years' related experience in a food service environment in a management role; including operational oversight experience in a high volume kitchen.
2. Graduate from a recognized school with a diploma in Hospitality Management, Culinary Arts, Chef Training or equivalent
3. Proven experience in all aspects of customer service and people management with a strong emphasis on training and education
4. Strong working knowledge of hospitality principles, methods, practices, and techniques
5. Strong knowledge of best practices and all applicable standards and legislation related to the food industry.
6. Must have ability to work with marginalized persons
7. Experience working with volunteers/trainees from diverse backgrounds
8. At ease with working under pressure while maintaining a supportive atmosphere for volunteers/trainees
9. Must be willing to instruct others in cooking skills.
10. Comfortable assessing program performance, analysing statistics, managing budgets, and report writing
11. Experience coordinating administrative elements of a project (in any field) with strong attention to detail
12. Excellent ability to multi-task
13. Ability to supervise employees, including organizing, prioritizing, and scheduling duties;
14. Fantastic leadership skills and driven to deliver a great dining experience for our customers;
15. Demonstrated knowledge of product, service, quality, equipment, and operations standards;
16. Effective issues management skills and outstanding ability to converse with employees and customers

17. Ability to work independently and with a team
18. Able to remain calm and effective under pressure.
19. Strong communication and interpersonal skills; written communication skills in English, oral communication skills in any other language
20. Non-violent crisis intervention and 1st Aid/CPR training.
1. Knowledge of applicable legislation and regulations.
2. Safe Food Handling and Smart Serve Certificates.
3. Experience in large quantity food, catering and special event preparation
4. Working knowledge of Microsoft Word, Outlook and Excel an asset;
5. Ability to work to deadline;
6. Flexibility to work early morning, evening, and weekends.

### **Competencies**

#### **Customer Service**

1. Builds constructive relationships characterized by a high level of acceptance, cooperation and mutual respect
2. Helps to create and contributes to a work environment that embraces and appreciates diversity
3. Values and respects the internal and external customers to the organization

#### **Accountability**

1. Takes personal responsibility for the quality and timeliness of their work, and team work
2. Believes, respects and adheres to the vision, mission and values of Wesley Urban Ministries

#### **Commitment**

1. Demonstrates an understanding of Wesley Urban Ministries Mission, Vision and Values through service delivery approach
2. Acts with integrity
3. Demonstrates a knowledge of the code of ethics of working in social services
4. Adapts to changing program requirements, conditions and work responsibilities

Please send resumes and cover letters to: [hr@wesley.ca](mailto:hr@wesley.ca)

Wesley Urban Ministries is an equal opportunity employer. We encourage applications from all qualified applicants. Only candidates selected for an interview will be contacted. No phone calls please. More information about Wesley can be found on our website at [www.wesley.ca](http://www.wesley.ca).