

# JOB DESCRIPTION



JOB TITLE	Catering Manager
DATE	May 2026
DIVISION	Public FM
SITE / OFFICE	
REPORTS TO	

## ROLE OVERVIEW

As a Catering Manager at OCS, you will lead the delivery of high-quality catering services within our Public Sector Facilities Management (FM) operations. You will be responsible for overseeing day-to-day catering activities, ensuring high standards of food quality, service delivery and compliance, while creating a positive and efficient working environment for your team.

This role plays a key part in ensuring services are delivered safely, efficiently and in line with both client expectations and regulatory requirements, while also driving continuous improvement and operational performance.

## KEY TASKS & RESPONSIBILITIES

- Lead and manage the day-to-day delivery of catering services across your site
- Recruit, train and develop team members, promoting a strong culture of performance and compliance
- Ensure all food hygiene, Health & Safety and operational standards are consistently met
- Maintain accurate records in line with company policy and legislative requirements
- Manage employee relations matters, including disciplinary and grievance processes, in a fair and consistent manner
- Monitor and control costs, ensuring efficient use of resources while maintaining service quality
- Identify and resolve operational challenges, ensuring smooth day-to-day service delivery

## QUALIFICATIONS, SKILLS & EXPERIENCE

- Right to Work in the UK and willingness to undergo a DBS check.

- Experience in managing catering operations within a busy, customer-focused environment
- Strong understanding of cost control and budget management
- A proactive and analytical approach to problem solving and decision making
- Experience leading, motivating and developing teams
- Good knowledge of Health & Safety and food hygiene regulations
- Ability to prioritise and manage workload in a fast-paced, sometimes reactive environment
- Strong communication and organisational skills

## WORKING ARRANGEMENTS

This position will be based at <site/location>, working <shift pattern / hours>.

## ACCEPTANCE OF ROLE

Revisions:

The Company reserves the right to alter these responsibilities and you will be advised of any changes through the normal method of communication.

AGREEMENT:

I confirm that I have read and agree with the responsibilities specified within the Key Tasks and Responsibilities Section of this job description

Name:

(Job Holder)

Signature:

Date:

Name:

(Line Manager)

Signature:

Date: