

# Kitchen Operations Manager Responsibilities

The Kitchen Operations Manager is responsible for all aspects of Toni's Kitchen, the core food ministry of St. Luke's. This includes ensuring that all meals are prepared in accordance with nutrition standards, that food is taken in, stored and prepared in accordance with industry standards for safety, and that respect for the dignity and humanity of our guest population is integrated into all aspects of kitchen operations. Volunteers should feel welcome and valued as key members of the kitchen operations and their talents and interests should be explored to fully engage them in serving the needs of our guests. Donors also should be warmly greeted, acknowledged and cultivated as part of the daily operation of Toni's Kitchen. The Kitchen Operations Manager must maintain strong relationships with other key personnel, including the Nutrition and Health Coordinator, the Social Media volunteer team, the Finance Coordinator, the Office Volunteer, the Facilities Manager and all other key staff/volunteers who support Toni's Kitchen operations. The Kitchen Operations Manager must fully understand the relationship of Toni's Kitchen within the broader mission of St. Luke's Outreach and be agile in leveraging Toni's Kitchen to enhance the broader goals of Outreach. Close management of the Toni's Kitchen budget and in-kind resources will be a fundamental part of success.

Qualifications include experience in commercial kitchen, SaveServ certification and a spiritual, welcoming and caring demeanor.

<b>Toni's Kitchen Operations</b>	<i>Develop, implement and manage the operational infrastructure of the kitchen</i>
Menu Planning	Work closely with Nutritionist/Dietician implement menu planning requirements. Ensure volunteer staff in place to perform menu planning consistent with guidelines from Nutritionist/Dietician and with overall direction set by Nutrition and Health Coordinator. Cover periods of transition in volunteer staff.
Inventory Management	Fully implement existing Inventory Management Process and upgrade as necessary. Ensure volunteer staff in place to perform inventory management on regular, timely basis, coordinated with both Menu Planning Process and with Purchasing Process. Ensure food safety, efficient use of financial resources and appropriate communication of time-sensitive issues are part of routine inventory management.
Purchasing	Oversee volunteer purchasing staff in the purchase of needed food and supply items. Ensure efficient and timely purchasing processes are in place. Raise purchasing-related issues in timely manner to Finance Coordinator and/or Director of Outreach as appropriate.
Food Safety	Design and implement food handling and storage practices consistent with SafeServ and with best practices. Ensure all appropriate staff and volunteers are in compliance with food safety practices. Document guidelines and procedures and publish as appropriate.
Kitchen Safety	Design and implement safe practices covering all aspects of the kitchen - knives, cooking, cleaning, dishwashing, etc. Ensure practices are consistent with SafeServ and with best practices. Train all appropriate staff and volunteers in compliance with food safety practices. Document guidelines and procedures and publish as appropriate.
Food Intake	Establish clear guidelines for food donations and train appropriate staff/volunteers to ensure all food received into inventory is safe and stored in a safe manner. Ensure regular review of these guidelines and procedures to keep practices aligned with changes in donation sources.
Meal Deliveries	Set up and implement safe meal deliveries using volunteer staff as required by Outreach Meals Program. Maintain meal records as required for grants and for Nutrition and Health Coordinator.

<b>Meal Production</b>	<i>Oversee production of all Toni's Kitchen Meals</i>
On-Site Meals	Provide necessary guidance and management to produce scheduled on-site meals Thursdays, Fridays, Saturdays and Sunday evenings. This includes ensuring the appropriate number of volunteers are scheduled, that all food and supply resources are in place and that meals are consistent with menu plans.
Menu Changes	Respond to unplanned deliveries of food appropriately. Change menu plans consistent with guidance received from Nutritionist and Health Coordinator. Maintain records of menu changes as required.

Outreach Meals	Plan and prepare Outreach Meals consistent with established guidelines and in a manner appropriate to the given meal. Integrate Outreach Meal Production into On-Site Meal Production where efficiencies can be gained.
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<b>Kitchen Maintenance</b>	<i>Maintain kitchen facilities and equipment</i>
Daily Maintenance	Leave the kitchen clean, organized, stocked and ready for the next meal at all times.
Small Appliances	Keep all small appliances in good working order and report replacement needs in a timely manner.
Large Appliances and Equipment	Work with Facilities Manager to ensure all major appliances, equipment and facilities are regularly maintained, serviced and in good working order. Ensure all appropriate volunteers are aware of how best to handle major appliances and to use them safely and effectively.

<b>Budget and Financial Management</b>	<i>Plan and manage operational expense of food and supply budget</i>
Budget	Provide educated input into Toni's Kitchen annual kitchen and food budget. Maintain appropriate records to support budget development. Manage actual spending vs budget, reporting monthly and working closely with Financial Coordinator.
Financial Forecasting	Forecast financial information for the food budget and any other substantial budget lines on a monthly basis. Provide a rolling 12 month view, working closely with Financial Coordinator.

<b>Volunteer and Community Engagement</b>	
Collaboration within St. Lukes	Establish and maintain collaborative relationships with all staff and volunteers of St. Luke's Church
Volunteer Management and Engagement	Cultivate close working relationship with all kitchen volunteers. Establish a warm, welcoming invitational community within the kitchen and ensure all new volunteers feel welcome and engaged. Cultivate relationships to understand volunteer interests and skills and further connect volunteers within the broader Toni's Kitchen activities - e.g., events, social media, guest services.
Donor Relations	Warmly welcome all donors, focusing on their connection with Toni's Kitchen and potential expansion of the relationship. Ensure that donors understand the importance of their donations and the practical implications of both in-kind and financial donations.
Social Media	Optimize use of social media through promotion within volunteer staff, and through video/photo integration of kitchen with various social media platforms.
Outreach	Represent St. Luke's Church outreach efforts among volunteers, donors and in the local community