

Case Study - **Audit, ongoing support & recruitment**

Channing School

Background

Channing School is a leading GSA School for 600 girls aged 4-18 housed in a number of historic and modern buildings in the village of Highgate. The school's reputation is outstanding and the school is oversubscribed. Catering is provided in-house by a team of dedicated and skilled caterers.

The Process

ISCC were invited initially to make recommendations for improvement and to help recruit a new Catering Manager. The support provided by ISCC included a program of 'hand-holding' during the period that the school were without a Manager, to re-engineer menus and develop the service along with producing detailed kitchen improvement designs.

ISCC are retained to provide ongoing advice and support to further develop the catering offer and launch a new catering service at the Junior School.

The Outcome

ISCC helped 'steady the ship' during the difficult time of recruitment. We conducted the recruitment exercise on behalf of the school and inducted the new Catering Manager.

The catering offer at school is being further supported and developed to ensure that standards remain high and that staff have formal training and individual development as well as access to professional advice on an ongoing and regular basis.

Comment from Roy Hill, Bursar

"I have continued to be impressed by the professionalism and sound advice provided by ISCC. The combined skills and experience of Simon and Chris have allowed us to address a number of issues from budgeting and kitchen design to menu planning and recruitment. They fully understand the needs and requirements of an Independent School and when required were very well prepared in facilitating change and briefing the Senior Leadership Team".

