

Role Profile

Part A - Grade & Structure Information

Job Family Code	40S	Role Title	Caterer Very Complex Primary/Small secondary (including bank & mobile)
Grade	PS4	Reports to (role title)	District Manager / Senior District Manager
		Directorate	Business Operations
JE Band	135-160	Service	Commercial Services
		Team	Educational Catering
		Date Role Profile was created	Apr-17

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To manage the catering service within budgetary constraints, in line with Commercial Services policies and procedures to defined standards and quality, whilst maximising customer volume and income.</p> <p>Liaise with the client and District Manager to ensure service delivery is met at all times, including responsibility for induction training and development of staff.</p>
Work Context	<p>Role Holder will be jointly responsible with the District Manager for influencing and enhancing the Catering service in the unit. Ability to work in a busy catering environment with a high degree of physical and manual tasks. Role will require flexibility in work practices to meet business needs. Ability to communicate with all stakeholders to meet customer needs will be key.</p> <p>Due to the nature of the role there maybe some exposure to extreme temperatures. The provided uniform must be worn during working hours and there is a requirement for a high standard of personal hygiene and appearance at all times. An element of cash handling may be required. Role will involve food stock control. Role may involve the facilitation of meals between sites.</p> <p>Within the scope of the role you will be required to Champion Safeguarding and Child Protection compliance including but not limited to the following, Maintaining sound knowledge of legislation and guidance, Communicating to staff, Ensuring the highest standards of integrity and best practice apply to all dealings with all staff in line with current legislation, Ensuring effective working relationships are in place, Responding to identified training needs.</p> <p>Willingness to travel as determined by the role and need of the business.</p>
Line management responsibility if applicable	Lead a team of up to 8 staff.
Budget responsibility if applicable	N/A.

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Service delivery Carry out a range of operational service duties using appropriate tools and equipment. Collect, transport and deliver people/goods/materials as instructed.</p> <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan and organise own and team's work to meet given priorities. • Assess the range and volume of work to be undertaken for the days or weeks ahead and plan to ensure it is completed to time and to an appropriate standard. <p>Analysis, reporting and documentation Maintain and submit records following relevant council procedures.</p> <p>Resource/Financial management Operate and check equipment is safe to use and properly adjusted, carry out appropriate maintenance and use equipment in the correct and safe manner.</p> <p>Work with others:</p> <ul style="list-style-type: none"> • Answer straightforward queries politely providing some explanatory information and refer others. • Report any problems or incidents, e.g. breakdowns, deficiencies to supervisor. • Supervise and delegate the work of the team, escalating HR performance issues appropriately. <p>Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Able to demonstrate basic numeracy and literacy, e.g. through GCSE qualification in English and Maths. • Able to work towards Vocational Qualifications Level 2 or equivalent in relevant field. • Working knowledge of relevant systems, equipment, processes and procedures. • Competent in a range of IT tools. • Ability to apply relevant health and safety, equality and diversity, and other County/Service policies and procedures. • Ability to work with others to provide excellent customer service • Ability to communicate clearly. <p>Accuracy and ability to prioritise and organise own workload.</p> <ul style="list-style-type: none"> • Some roles require the ability to oversee the delivery of operational services. • May be required to undertake manual handling and physically demanding work.

<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Health and Safety Certificate Level 1. Level 2 Food Safety Certificate. Food Hygiene for Unit Managers Certificate. Craft skills NVQ Level 1, 2 and 3 or equivalent. Ability and willingness to undertake training in the following: Developing supervisory skills 1 and 2. Developing management skills. Previous supervisory experience required. Will be required to work on own initiative, unsupervised or as part of a team. Satisfactory enhanced DBS is required. Full Driving Licence required and Access to vehicle with appropriate insurance (if mobile/bank).</p>
<p>Role Summary</p>	<p>Roles in this level carry out a range of operational duties to given standards under some/minimal supervision using powered tools and equipment as part of the provision of an operational service and may oversee an operational activity. They will be expected to be able to plan and organise their own workload, on a day-to-day basis within clear procedures. They will need to understand the objectives of the department sufficiently to allow them to time and sequence tasks so that they can support the work of others effectively. Entry to this level may be through some relevant work experience and general education.</p>