

Role Profile

Part A - Grade & Structure Information

Job Family Code	3OS	Role Title	Caterer Small/Medium/Large/Complex Primary/Deputy in Large Secondary (including bank & mobile)
Grade	PS3	Reports to (role title)	District Manager / Senior District Manager / Catering Manager
		Directorate	Business Operations
JE Band	114-134	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. For a deputy position, to deputise for the Catering Manager as required by the business needs.</p> <p>Liaise with the client and 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 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. The role will require food stock control.</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	Primary role leads a team of up to 6. Deputy role assists with leading a team of up to 15.
Budget responsibility if applicable	N/A.

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Service delivery</p> <ul style="list-style-type: none"> • Carry out routine tasks such as cleaning, maintaining supplies of materials and equipment. • Where necessary ensure security of the site. <p>Planning and Organising</p> <ul style="list-style-type: none"> • Plan own set tasks within the day. • Ensure materials and equipment are available as and when required. • May be required to deputise for supervisor. <p>Work with others</p> <ul style="list-style-type: none"> • Answer simple queries politely and refer others. • Report any problems or incidents, e.g. breakdowns, deficiencies, to supervisor. • Receive visitors, workmen and contractors in a courteous manner, to promote a positive image of the site. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>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"> • Basic numeracy and literacy. • Able to work towards Vocational Qualifications Level 1 or equivalent experience in relevant field. • Basic understanding of Health and Safety regulations, procedures and the principles of equality and diversity. • Ability to operate basic equipment. • Good listening skills and enthusiasm to learn. • Accuracy and ability to follow instructions. • Able to exchange basic information verbally or in writing. • 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 Levels 1, 2 or equivalent. Ability and willingness to undertake training in the following: Developing supervisory skills 1 and 2. Developing management skills. Basic IT skills required. 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 at this level carry out operational duties in a defined area using powered tools and equipment in the provision of an operational service. They perform a limited range of well-established routines within basic procedures under supervision. They are generally practical roles but require some previous work experience. The work is typically to daily deadlines; some organising of their own workload may be required but timescales will be hour-to-hour and day-to-day. The nature of planning in these roles is timing and sequencing of tasks to meet deadlines.</p>