

Role Profile

Part A - Grade & Structure Information

Job Family Code	SOS	Role Title	Catering and Domestic Lead
Grade	PS5	Reports to (role title)	Catering and Domestic Manager
JE Band	161-191	Directorate	Children, Schools and Families
		Service	Youth Service
		Team	Surrey Outdoor Learning and Development (SOLD)
		Date Role Profile was created	Jul-21

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>The role holder will line manage a small team; leading, training and supporting staff to provide high quality catering and domestic services within Surrey Outdoor Learning and Development.</p> <p>They will meet a range of different needs and requirements of our visitors, ensuring a high-quality customer experience.</p> <p>The role holder will be organised; supervising and sequencing tasks, accordingly, supporting and directing others to work effectively, in order to meet set time frames and deadlines.</p> <p>They will be required to lead the team on a day to day basis and work in accordance with Health and Safety requirements and current legislation.</p>
Work Context	<p>The role demands flexible working covering a seven day working week, shifts include early mornings, daytime, evenings, weekends and bank holidays. Sometimes working in challenging environments, working at various locations as required by the business needs. The work may involve intense heat and some manual handling.</p> <p>The catering and domestic team support SOLD in providing a wide range of residential and non-residential outdoor learning experiences for a wide range of user groups. A multi service operation ranging from educational school visitors to corporate entertaining with capacity of up to 250 covers per meal. SOLD is a large multi-disciplinary team of 30+ people and 30 000+ users each year, within 3 primary bases, 1 canal boat and outreach team. SOLD is a rapidly growing service providing a wide range of residential and non-residential outdoor learning experiences for a wide range of user groups.</p>
Line management responsibility if applicable	Responsible for a small team of staff.
Budget responsibility if applicable	No direct budget responsibilities but will have influence on the service. Income target of circa £1.8m per annum.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Planning & Organising</p> <ul style="list-style-type: none"> Contribute to operational functions by providing practical support and effective organisation of activities. Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard. <p>Policy and Compliance</p> <ul style="list-style-type: none"> Adhere to established processes, standards of service delivery and use of equipment to support any associated regulatory or technical compliance requirements. <p>People & partnerships</p> <ul style="list-style-type: none"> Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service. Develop strong relationships with partners and stakeholders to deliver a timely and efficient service. <p>Resources</p> <ul style="list-style-type: none"> Deliver a range of practical services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> Assist in the delivery of relevant assessments/ investigations Ensure information and records are processed and stored to agreed procedures. Ability to store data and carry out basic analysis. <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>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. May be required to hold a certificate of competency in a defined area (E.g. First Aid at work) relevant to the role. May be required to hold practical knowledge or experience relevant to the role. Ability to work with others to provide excellent customer service. Good written and oral communication skills with the ability to build sound relationships with staff and customers. Competent in a range of IT tools. Able to prioritise and plan own workload in the context of conflicting priorities. Ability to guide and support less experienced or more junior colleagues. Experience of working in an operational environment providing support to staff and/or the public. Some roles may require work out of office hours in outdoor environments.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Holder of / working towards Food Hygiene L3.</p> <p>Experience and skills in managing a small team or individual staff</p> <p>Craft qualification NVQ 2 or equivalent.</p> <p>Ability to lead and motivate others.</p> <p>Excellent planning and time management skills.</p> <p>Effective communication with internal and external customers to provide high quality customer service.</p> <p>Experience of catering for a wide range of needs from clients.</p> <p>Positive and solution focussed approach and be able to deal with crisis situations in a calm and professional manner.</p> <p>An enhanced DBS.</p> <p>Full Driving Licence.</p>
Role Summary	<p>Roles in this level typically provide a practical support service as part of a specific service or service team. They work within established processes and procedures, resolving problems or queries with the more complex issues referred to others. They support more senior staff by executing the detailed processes in specific aspects of the service area and will be fully versed in the procedures of their specialism. They will be subject to supervision but will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day timescales. Some roles at this level may be more restricted in terms of variety or organisation of tasks than others. Some roles may oversee an operational activity.</p>
Reference Number	BM-2021-416