

Role Profile

Part A - Grade & Structure Information

Job Family Code	60S	Role Title	Catering Manager (Secondary)
Grade	PS6	Reports to (role title)	Customer Operations Team Leader
		Directorate / School	Resources
JE Band	192-227	Service / Department	Twelve15
		Date Role Profile was created	

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>This role will contribute to the success of the Twelve15 team. Operating with a limited degree of professional independence and autonomy the role will predominantly manage the catering service function which includes:</p> <ol style="list-style-type: none"> 1. Manage the delivery of the Twelve15 catering service within a large school setting, ensuring the highest standards are maintained and delivered in line with minimum standards of operation, food safety and H&S policies 2. Ensure the catering service is delivered in line with budgetary requirements 3. Ensure stock control of food is thoroughly maintained 4. Communicating with clients to ensure the highest standards of service delivery is consistently met 5. Manage and support team members encouraging growth and development to maximise potential and promote the one team culture to provide service excellence in line with the Twelve15 Vision and Mission <p>The role will adopt the Twelve15 Team culture of strong standards and accountability in order to responsibly deliver a first-class customer experience.</p>
Work Context	<p>Twelve15 is a trading department of Surrey County Council, delivering traded services in education and other settings. For over 70 years Twelve15 have been providing healthy, nutritious, and well-balanced meals to pupils, students & adults as well as offering a specialist service maintaining gym, sports and design technology equipment.</p> <p>The services Twelve15 provide are a key contributor to the learning outcomes of children and young people. By providing access to great tasting food, created to inspire informed food choices and access to physical exercise in gyms & sports facilities that lead to healthy bodies and minds that are eager to learn.</p> <p>Twelve15's commitment resonates through its' passionate and creative team who place the customer front and centre of the services they deliver, to ensure exceptional service on every occasion. As a high performing team of professionals, a culture of collaboration and strong partnership is promoted with clients and stakeholders to optimise income generation and continuous service development to assure Twelve15's ongoing position within the market sector.</p> <p>Twelve15 has over 250 catering clients and over 400 maintenance clients.</p>
Line management responsibility if applicable	<p>Formal line management responsibility to support development of team members and tackling under-performance. Provides day-to-day direction to line managed staff based on the strategic direction set by the Senior Leadership Team</p>
Budget responsibility if applicable	<p>Contribution to help support and deliver Twelve15's income target.</p>

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Assist with the delivery of relevant schemes. • Support more senior officers to deliver initiatives and projects as required. • Deliver a range of operational services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Adhere to established standards of service delivery 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 colleagues and customers to provide a timely, courteous and effective service. • May be required to assist in the recruitment, selection and supervision processes, or appointment of contractors, to ensure high standards of team delivery. <p>Resources</p> <ul style="list-style-type: none"> • May be required to raise invoices and manage payments. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Provide and manipulate data for statistical and other report and run and present standard reports. • Assist with regular assessment of performance of schemes and initiatives through the use of feedback, surveys and management information. • Prepare and despatch a range of correspondence/documents connected with the defined area of activity. <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 work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Minimum 5 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • An understanding of Health and Safety requirements. • Good written and oral communication skills with the ability to build sound relationships with customers. • Some posts require a technical qualification related to the role. • Ability to work with others to improve customer service. • Good administrative, analytical and organisational skills. • Competent in a range of IT tools. • Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • Ability to guide and support less experienced or more junior colleagues. • Typically previous relevant work experience in a similar service environment supporting staff and/or public. • Some roles may require work out of office hours and physical effort.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> • Health and Safety Certificate Level 2, and proven understanding of health and safety in a kitchen environment • Level 3 Food Safety Certificate • NVQ Level 2 essential but NVQ level 3 desirable in food preparation and cooking or equivalent desirable • Previous experience of supervising a minimum of four and above members of staff in the production of food in a secondary school (or similar) environment • Proven experience of catering equipment and the ability to train others • Proven ability to lead a team of staff in a time critical and highly complex environment in the production and service delivery of food • Satisfactory enhanced DBS essential • Proven track record of delivery high level of meals in a food production complex environment to a set menu within given time restraints • Ability, Full • desire and willingness to undertake appropriate CPD • Driving Licence required and Access to vehicle with appropriate insurance (if mobile/bank) • Line management, strong leadership and mentoring skills • The ability to undertake supervisory approvals and staff management functions, both in person and via computerised systems in relation to the management of a team • Commercial • experience of pricing and profit margin calculations for the sale of food and calculations of GP
<p>Role Summary</p>	<p>Roles at this level typically provide a practical support service as part of a specific service or service team. They will carry out a range of practical tasks using knowledge of general site routines and procedures, together with a broad understanding of the specific work of the service area. The work is within established processes and procedures and while it may not be subject to direct supervision, guidance is readily available. They will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day or week-to-week timescales, usually reacting to clear deadlines or processes. They support more senior staff by executing the detailed processes in specific aspects of the service area and will be fully versed in all the procedures of their specialism. They may be involved in guiding/supervising the work of more junior staff.</p>