

Role Profile

Part A - Grade & Structure Information

Job Family Code	40S	Role Title	Chef Manager (Primary)
Grade	PS4	Reports to (role title)	Customer Operations Team Leader
		Directorate	Resources
JE Band	135-160	Service	Twelve15
		Team	Educational Catering
		Date Role Profile was created	Aug-22

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 assist the catering service function which includes:</p> <p>Ensure the highest standards are maintained and delivered within Twelve15 catering service while observing a minimum standard of operation, including food safety and H&S policies Ability to communicate effectively with clients and managers to ensure the highest standards of service delivery is consistently met Help to ensure stock control of food is thoroughly maintained Ability to work in a busy and demanding environment</p> <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. 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 Operational Team Leader and Senior Leadership Team. The role will be responsible for authorising and approving all staff self-service requests through Surrey County Council systems.</p>
Budget responsibility if applicable	<p>Contribution to help support and deliver Twelve15's income target.</p>
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<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 • 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> <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: • Answer straightforward queries politely providing some explanatory information and refer others. • Report any problems or incidents, e.g. breakdowns, deficiencies to supervisor.</p>

	<ul style="list-style-type: none"> • 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>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<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. • 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	<ul style="list-style-type: none"> •Health and Safety Certificate Level 1, and proven understanding of health and safety in a kitchen environment •Level 2 Food Safety Certificate •NVQ Level 2 in food preparation and cooking or equivalent •Previous experience of supervising the production of food in a school catering 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 complex environment in the production of food •Satisfactory enhanced DBS essential •Proven track record of delivery high level of meals in a food production environment to a set menu within given time restraints •Ability, desire and willingness to undertake appropriate CPD •Full Driving Licence required and Access to vehicle with appropriate insurance (if mobile/bank) •Line management and supervisory skills experience •The ability and willingness to undertake supervisory approvals and staff management functions, both in person and via computerised systems in relation to the management of a team
Role Summary	<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>
Reference Number	BM-2022-551