

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>50S</b>	<b>Role Title</b>	<b>Training Kitchen Catering Manager</b>
<b>Grade</b>	PS5	<b>Reports to (role title)</b>	<b>Customer Operations Team Leader</b>
		<b>Directorate / School</b>	<b>Resources</b>
<b>JE Band</b>	161-191	<b>Service / Department</b>	<b>Twelve15</b>
		<b>Date Role Profile was created</b>	<b>May-18</b>

## 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.

<b>Role Purpose</b> 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> <p>To provide on the job training at both the induction stage and on an ongoing basis to meet the identified need. 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. The role will adopt the Twelve15 Team culture of strong standards and accountability in order to responsibly deliver a first-class customer experience.</p>
<b>Work Context</b>	<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 &amp; 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 &amp; 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>
<b>Line management responsibility</b> 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>
<b>Budget responsibility</b> if applicable	<p>Contribution to help support and deliver Twelve15's income target.</p>

<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Contribute to operational functions by providing practical support and effective organisation of activities.</li> <li>• 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.</li> </ul> <p>Policy and Compliance</p> <ul style="list-style-type: none"> <li>• Adhere to established processes, standards of service delivery and use of equipment to support any associated regulatory or technical compliance requirements.</li> </ul> <p>People &amp; Partnerships</p> <ul style="list-style-type: none"> <li>• Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service.</li> <li>• Develop strong relationships with partners and stakeholders to deliver a timely and efficient service.</li> </ul> <p>Resources</p> <ul style="list-style-type: none"> <li>• Deliver a range of practical services in support of existing systems or processes to agreed standards, to maximise service quality and continuity.</li> </ul> <p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Assist in the delivery of relevant assessments/ investigations.</li> <li>• Ensure information and records are processed and stored to agreed procedures.</li> <li>• Ability to store data and carry out basic analysis.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; 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>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level.</li> <li>• May be required to hold a certificate of competency in a defined area (E.g. First Aid at work) relevant to the role.</li> <li>• May be required to hold practical knowledge or experience relevant to the role.</li> <li>• Ability to work with others to provide excellent customer service.</li> <li>• Good written and oral communication skills with the ability to build sound relationships with staff and customers.</li> <li>• Competent in a range of IT tools.</li> <li>• Able to prioritise and plan own workload in the context of conflicting priorities.</li> <li>• Ability to guide and support less experienced or more junior colleagues.</li> <li>• Experience of working in an operational environment providing support to staff and/or the public.</li> <li>• Some roles may require work out of office hours in outdoor environments.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<ul style="list-style-type: none"> <li>• Health and Safety Certificate Level 2, and proven understanding of health and safety in a kitchen environment</li> <li>• Level 3 Food Safety Certificate</li> <li>• NVQ Level 2 essential but NVQ level 3 desirable in food preparation and cooking or equivalent desirable</li> <li>• Previous experience of supervising a minimum of three and above members of staff in the production of food in a secondary school (or similar) environment.</li> <li>• Proven experience of catering equipment and the ability to train others</li> <li>• Proven ability to lead a team of staff in a time critical and highly complex environment in the production and service delivery of food</li> <li>• Satisfactory enhanced DBS essential</li> <li>• Proven track record of delivery high level of meals in a food production environment to a set menu within given time restraints</li> <li>• Ability, desire and willingness to undertake appropriate CPD</li> <li>• Full Driving Licence required and Access to vehicle with appropriate insurance (if mobile/bank)</li> <li>• Line management and strong leadership skills</li> <li>• 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</li> <li>• Commercial experience of pricing and profit margin calculations for the sale of food and calculations of gross profit</li> </ul>
<b>Role Summary</b>	<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>