

Role Profile

Part A - Grade & Structure Information

Job Family Code	30S	Role Title	Trainee Chef Manager
Grade	PS3	Reports to (role title)	Chef Manager
		Directorate / School	Resources
JE Band	114-134	Service / Department	Twelve15
		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> <ul style="list-style-type: none"> - 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 are consistently met. - Help to ensure stock control of food is thoroughly maintained. - Ability to work in a busy and demanding environment. - Willingness and desire to enrol into a dedicated training programme in order to provide a carer pathway to chef manager. <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 Chef Manager.</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</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 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>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<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. • Basic IT skills. • 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.
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 in catering environment, and ability to undertake multiple tasks • Proven experience of operating catering equipment • The ability to train others • Proven ability to work on own initiative, unsupervised or as part of a team • Satisfactory enhanced DBS essential • Previous experience of organising tasks in a food production environment within given time restraints • Ability, desire and willingness to undertake appropriate CPD. • Ability and willingness to undertake training in the following: Supervisory and line management skills
Role Summary	<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>
Reference Number	BM-2022-548

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