

# Job Description and Person Specification



This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.

## SECTION A: Specific Role Profile

<b>Post Title</b>	Unit Catering Manager	<b>Post No</b>	
<b>Directorate</b>	Resources		
<b>Division</b>	Solihull Catering Services		
<b>Band and Salary</b>	Band C £25,992 to £28,624 pro rata, per annum. Incremental progression is subject to performance.		
<b>Responsible to</b>	Catering Area Manager		
<b>Location</b>	Various locations within and around the Borough of Solihull.		
<b>DBS Check</b>	Enhanced check for regulated activity for working with Children		
<b>Fluency Duty</b>	This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers.		
<b>Special Conditions</b>	<p>Term Time only plus up to 3 designated days for training and cleaning per annum as required, which will usually take place on inset days.</p> <p>On occasions, there may also be a requirement to:</p> <ul style="list-style-type: none"> <li>• Work in other Units within the Catering Service to cover staff absence</li> <li>• Attend relevant training, which may occur outside of your normal working pattern</li> <li>• Work additional hours to cover staff absence or support additional services i.e. wraparound or parent meetings</li> </ul>		

### Role Purpose

You will be responsible for the effective management of a Catering Unit to ensure the delivery of a high quality catering service, providing meals and refreshments to customers at various sites operated by Solihull Catering Services.

## Role Responsibilities

Preparation and cooking of food following the Centralised menu plan for breakfasts, lunches, buffets and promotions.

To set and maintain a high standard of quality food presentation and service. All food being served must be at the right temperature, garnished and served in an appropriate manner.

To prepare or delegate preparation of dining area for all types of catering requirements.

To serve meals and assist the customer in choice of dishes.

To ensure compliance with all regulatory and good practice requirements including Food Hygiene, Health and Safety, ensuring all kitchen and catering staff adhere to related policies and procedures

To complete documentation relating to the Assured Safe Catering Systems, e.g. recording of food temperatures during cooking and serving of food, recording of food on delivery, recording temperature of hot hold and cold holding equipment. Recording of delivery and invoicing of food and equipment and all other catering related administration.

To manage a team of staff, ensuring they are appropriately trained to carry out their duties, conducting personal development reviews with team members, return to work interviews meetings, delivering team briefings, job interviews, recruitment and selection, team building etc.

Carry out regular stock takes and order stock from suppliers.

Set and implement Quality Assurance and financial control systems to provide accurate information on performance and ensure that all appropriate action is taken to maintain the required standard/target, limit food waste and work within budget.

To manage the day-to-day administration of the catering unit, including accurate record keeping and timely submission to the central administration office (e.g. trading sheets, payroll adjustment sheets, periodic stock control sheets staff rotas/time-sheets, staff reviews, financial reports).

Assist when necessary in any or all of the cleaning duties carried out to maintain the high standard of cleanliness required by the service.

Plan, develop and ensure the effective promotion of the service through merchandising and marketing in accordance with Solihull Catering Services policies, working to targets to increase meal numbers.

Any other appropriate duties as and when required.

## Section B: Person Specification

	Essential Criteria	Desirable Criteria	Measured By
<b>Education &amp; Qualifications</b>	NVQ Level 2 in Food Production and Cooking (or equivalent e.g. City and Guilds).	Relevant NVQ Level 3 Award e.g. Hospitality Supervision and Leadership Principles	Certificates/ Application Form

	Level 2 Food Safety qualification OR successful completion within first 12 months of appointment.	IOSH Health and Safety  IOSH Food Safety	Certificates/ Application Form
	Basic Numeracy and literacy skills.		Test

<b>Experience &amp; Knowledge</b>	Significant experience of working in a catering unit.	Experience of successfully managing a team.	Application Form/ Interview
	Knowledge and experience of working with relevant legislation within a catering environment, including Health and Safety and Food Hygiene Regulations.	Experience of Financial monitoring and evaluation procedures.	Application Form / Interview / Test
	Knowledge and experience of managing individual dietary needs e.g. allergens and nutrition.		Test
	Experience of delivering excellent customer service, and dealing with customer complaints.		Application Form/ Interview
	Experience of using Microsoft Office Packages, including Excel, Word and Outlook (or equivalent) and databases.		Interview

<b>Skills &amp; Abilities</b>	Ability to effectively lead, manage, develop and motivate staff.		Application Form/ Interview
	Budgeting skills and the ability to manage stock levels and food and staffing costs against a set budget.		Interview
	Able to use and operate a range of catering tools and equipment.		Application Form / Interview / Test
	Effective verbal and written communication skills.		Application Form / Interview / Test
	Ability to monitor and evaluate the performance of both individual staff and the team.		Interview
	Problem solving skills to deal with unexpected issues.		Interview

<b>Core Behaviours</b>	<b>Excellence</b> - With enthusiasm, you work to deliver a high quality service to meet customer, organisational and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.	Interview
	<b>Simplicity</b> - You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all.	Interview
	<b>Trust and Respect</b> -You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect.	Interview
	<b>Working Together</b> - You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve.	Interview
	<b>Responsibility</b> - You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions.	Interview
	<b>Leadership</b> - Your leadership is demonstrated by delivering outcomes and inspiring your team and individuals to improve and develop within an environment that enables individuals to achieve their potential.	Interview

<b>Other Requirements</b>	A flexible attitude to working hours		Interview
---------------------------	--------------------------------------	--	-----------

<b>Compiled/Reviewed by</b>	C Kiely
<b>Date</b>	28.01.25

## **Section C: Additional Information**

### **Corporate Parent Responsibilities**

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

### **Health and Safety**

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support the Council, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council's Corporate Health and Safety Policy and any local safety procedures.

### **Information Management**

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

### **Equal Opportunities**

Solihull Council is committed to Equal Opportunities and expects all staff and volunteers to recognise and value differences

### **Training and Development**

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

### **Solihull Behavioural Framework**

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

## **Mobility**

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

## **Variations to Job Descriptions**

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.