

# London Borough of Havering

## Job Profile

<b>Job Title:</b>  Kitchen Supervisor/St Patrick's	<b>Directorate:</b>  Education
<b>Service/Section:</b>  Catering and School's Traded Services	<b>Post Number(s):</b> 104642  <b>Job Evaluation Number: JE 414</b>
<b>Grade:</b>  Cook 4	<b>Date Last Updated:</b>  <b>Date of Last Evaluation:</b>

### **Main Purpose of the Job/Key Objectives:**

Responsible for the day-to-day operation of the catering service within a designated site.

### **Job Context:**

1. The postholder reports to: Area Catering Manager.
2. The postholder has line management responsibility for: All on-site catering staff.
3. The postholder will be required to work: occasional requirement to work outside 'normal' kitchen hours/ as required by their line manager up to 36 hours per week,
4. The postholder has Financial/Resources responsibility for: recording expenditure and income.
5. The postholder has the responsibilities for maintaining and controlling food and wage costs.

### **Experience:**

1. Intermediate food safety: Mandatory
2. Experience of supervising a team of staff.
3. Citizen guild 706/1 or 2 qualifications or similar.

### **Key Accountabilities and Result Areas:**

<b>Key Result Area</b>	<b>Expected End Result</b>
To provide the correct menu and food to the agreed service times and standards.	To ensure that the service is delivered in accordance with the contract.
Follow and implement the agreed menus, recipes, completing due diligence documentation and manage the team.	To be responsible for the cooking and organising of meals, food and beverages.
To follow portion guide as shown on recipes.	To ensure the correct portion is served.
Keep up to date with allergy charts and pupils requirements.	To respond to any special dietary needs.
Complete and maintain council bookwork to the correct standard and the agreed timescales.	To complete and maintain records as required relating to staff hours and attendance, meal numbers, etc., records, cash and / or ticket collection records and till related information and returned to the Administration Office by the required deadline.
Order provisions from nominated suppliers, for the volumes and menus agreed.	To order supplies in accordance with general principles and guidelines given.
Complete period stock checks and record and return within the agreed timescale.	To maintain stock control and carry out necessary inventory checks and deal with catering supplies received.
Ensure all staff comply to government legislation for food safety and health and safety.	To supervise catering staff in relation to Government Legislation and Havering Catering Services policies.
Maintain good relationships with all stakeholders and promote the council In a positive manner.	To maintain good relationships with any other Council staff as necessary including Head Teachers, Secretarial staff and Mid-day assistants.
Maintain good financial controls and ensure the sales of tickets are covered if you are unavailable to do them.	To oversee ticket collection / sales and / or till operation arrangements as required, in accordance with Internal Audit guidelines.

To work as part of a team.	To organise and undertake, as necessary, general kitchen duties.
Monitor and assist with the schools dining room furniture.	To organise, and undertake as necessary, the setting out and moving of tables and chairs as required, ensuring that high standards of hygiene are achieved.
To ensure that appraisals are carried out on an annual basis as laid out by company procedures. Ensure that relevant paper work for return to work are completed and returned to the catering office.	To carry out Appraisal and Return to Work interviews as required.
To ensure the training and development of team members is carried out.	To be responsible for the training and development of all staff.
Maintain staff rotas ensuring they are kept up to date.	To implement and control staff rotas.
Work as part of a team, and work on your own initiative.	To undertake appropriate duties as directed in respect of functions etc.
Be aware of health and safety issues and risk assessments. Take appropriate remedial action.	To comply with health, safety and other reasonable instructions given as necessary, rectifying or where appropriate reporting safety hazards or unsafe working arrangements in accordance with Risk Assessment Legislation.
Be flexible and willing to work at other local council sites.	You may be required to work at any Council site.
Comply with the councils equal opportunities policies.	The Council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, and to undertake any appropriate training.
Be flexible and willing to perform other duties.	Demonstrate a flexible approach in the delivery of work within the service area. Consequently, the postholder may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.

<p>Comply with the councils data protection policies.</p>	<p>Be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.</p>
<p>Act in a professional and confidential manner at all times.</p>	<p>To treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employee's access to and use of the council's databases, any breach of which will be regarded as subject to disciplinary investigation.</p>

## Competency Profile:

Competency	Level	Criteria to be Evidenced (Description)
Managing Personal and Organisational Change	<b>B</b>	<ul style="list-style-type: none"><li>• Is open to new ideas and takes account of other people's points of view and ideas.</li><li>• Contributes positively to the change process and sees change as an opportunity to improve performance and customer service.</li><li>• Recognises the impact of change on others and supports them through it.</li><li>• Uses an awareness of the bigger picture along with common sense to interpret and implement policy.</li><li>• Identifies opportunities for change.</li><li>• Learns from experience and others and uses opportunities to acquire new skills and improve knowledge.</li></ul>
Achieving Results & Success	<b>B</b>	<ul style="list-style-type: none"><li>• Assumes personal responsibility for achieving outcomes and making appropriate decisions and is considerate of others and their contributions.</li><li>• Monitors and evaluates own performance against targets.</li><li>• Develop new ways of working to achieve results.</li><li>• Demonstrates high personal standards as an example to others and delivers what they agree.</li><li>• Is consistently positive and remains focused and flexible when faced with competing demands and priorities.</li><li>• Allocates time and resources to reflect priorities.</li><li>• Seeks information to aid decision making.</li></ul>
Delivering Excellent Customer Service	<b>B</b>	<ul style="list-style-type: none"><li>• Proactively gathers information about customers and consistently seeks to establish and meet their current and future needs.</li><li>• Analyses and understands delivery and range of services, providing solutions to individual customer needs.</li><li>• Develops and maintains constructive relationships with customers.</li><li>• Takes pride in delivering high quality services and seeks to expand own skills.</li><li>• Constantly questions "how will this benefit the customer?".</li><li>• Seeks customer feedback to identify ways to improve customer experience.</li><li>•</li></ul>

Communicating Openly & Effectively	<b>B</b>	<ul style="list-style-type: none"> <li>• Considers in advance the differing needs of others and adapts style accordingly, using appropriate language and methods of communication.</li> <li>• Communicates clearly and influences well under pressure, using a range of methods to influence others, e.g. explains benefits and willingly gives and shares relevant information with others.</li> <li>• Summarises information to check understanding.</li> <li>• Expresses thoughts and ideas clearly and consistently and objectively discusses options.</li> <li>• Approachable and responsive to people's needs.</li> </ul>
Respecting Others	<b>B</b>	<ul style="list-style-type: none"> <li>• Acknowledges and values the positive contribution that everyone can make.</li> <li>• Demonstrates integrity at all times.</li> <li>• Considers impact of own actions and tries to cater for the differing needs of others.</li> <li>• Acts as a role model sets a personal example of good equalities practice at all times.</li> <li>• Challenges inappropriate and discriminatory behaviour.</li> <li>• Understands different learning and personality styles and preferences.</li> <li>• Respects confidentiality wherever appropriate.</li> <li>• Acts upon concerns about discrimination or inequality of opportunity.</li> <li>• Applies consistent standards of service and response.</li> </ul>

### Additional Requirements:

- The Council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, and to undertake any appropriate training.
- Comply with Health and Safety Regulations associated with your employment.
- Be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.
- To treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employees access to and use of the council's databases, any breach of which will be regarded as subject to disciplinary investigation.
- You may be required to work at any Council site.
- Demonstrate a flexible approach in the delivery of work within the service area. Consequently, the postholder may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.
- Deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures.