

Catering Supervisor 1 – Grade 5

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

Kirklees Catering Service provides high quality catering services to schools throughout our business. It also provides café and restaurant services in some commercial premises. As a Catering Supervisor, you will ensure that a high quality, customer focused catering service is delivered to all our customers in the establishments where we provide our services. In addition to providing the service on a day to day basis, you will be involved in providing theme days and other events to promote and develop the service.

Responsible to: Catering Officer

The Job

The main purpose of this role is to plan, prepare, cook and present up to 145 main meals and sweet items in our busy primary school kitchens. It is essential that meals are presented to the highest standards and delivery deadlines are achieved.

You will work cooperatively with your school to ensure that our customers are satisfied with our service. You will actively seek feedback from your school for planning a menu that meets their needs and developing the service to their requirements. You must remain friendly and helpful at all times, dealing with any complaints raised by our customers appropriately.

You will be responsible for the achievement of legislative, financial and quality targets within your kitchen. You will contribute to the development of the financial targets including sales, food costs, hours worked and budgets for light equipment and cleaning materials.

You will be required to ensure that all relevant paperwork is completed accurately and in a timely manner; using electronic reporting systems.

You will provide support and direction to the catering team, ensuring they are well motivated at all times. By managing their performance you will identify training and development needs and continuously improve performance.

You will be required to adhere to all relevant Service and Council policies and take part in training activities to support the development of yourself and your team.

This is a physically demanding job which involves heavy lifting and long periods of standing in a hot, fast paced environment.

Job Checklist

Experience of the preparation and production of meal for up to 145 customers daily, to agreed standards.

To work cooperatively with your team to achieve agreed objectives.

To ensure the customer receives the right service in a timely manner.

To manage your workload effectively to agreed levels of performance.

To deliver the service to agreed standards, through effective use of materials.

To put forward ideas for improving the service and support changes to the way things are done.

To communicate effectively to encourage good relationships with customers and colleagues.

To demonstrate a clear sense of purpose, direction and approach to achieve the objectives of the organisation.

Appropriate uniform must be worn which is provided.

Please click [here](#) to see your responsibilities related to safeguarding.

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

You must have the skills to plan and deliver a nutritionally balanced meal for up to 145 pupils. You will need to be able to work from your own initiative in a fast paced environment; supporting colleagues were appropriate.

You must have the confidence to lead your team and take positive actions to motivate your team and manage performance.

Our customers are at the heart of all we do so you must be able to demonstrate excellent customer care to a diverse range of customers.

You will support your Catering Officer in developing the service to meet the changing needs of our customers; identifying opportunities to increase the uptake of school meals and achieve agreed financial targets.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a New Council employee within the organisation.

This role is at level 2. To find out more about Council Behaviours and Expectations please click [here](#) and click on the tab "Working for Kirklees".

Person Checklist

- Experience of the preparation and production of meals for up to 145 customers daily, working to agreed standards and within an agreed budget.
- Experience of delivering excellent customer care to a diverse customer base.
- Administration Skills to record information on Cypad Kitchen Manager (software used within our kitchens).
- Experience of supervising a small team.
- Basic Food Hygiene certificate or the ability to attain.
- Knowledge and understanding or the ability to attain Food Safety and Food Allergy legislation are essential to this role.
- Administrative skills to record information on Cypad Kitchen Manager (software used within our kitchens).
- Willing to undertake Safeguarding training.
- You will be working in food service where a high standard of personal hygiene is of crucial importance. Following an offer of appointment you will be required to undertake a standard medical screening and any other medical screening as determined by the occupational health unit.
- Accept that a DBS check will be required. A conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Recruitment Purposes: In order to be considered for this role you will need to demonstrate your ability to meet "The Job and Person Checklist" for the role.