

## Catering Team Leader (Satellite) – Grade 4

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 portfolio. It also provides café and restaurant services in some commercial premises. As a Catering Team Leader in one of our satellite schools you will receive meals from one of our nearby schools. You will help to ensure that a high quality, customer focused catering service is delivered to all our customers in your school. You will receive, present and serve prepared food to the highest standard. You will be responsible for the cleanliness of the work area and the completion of relevant documentation. 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

This role is based within [Economy and Infrastructure](#).

Find out more about [working for Kirklees](#).

### The Job

The main purpose of this role is to present and serve in excess of 50 main meals and sweet items in our busy school kitchens. It is essential that meals are presented to the highest standards and delivery deadlines are achieved.

The post holder will complete all relevant paperwork and order meals on a daily basis.

You will be responsible for the achievement of legislative, financial and quality targets within your kitchen and will contribute to the development of these targets.

The post holder will ensure that high standards of cleanliness in the kitchen and dining room are maintained at all times.

You will provide support & guidance to Catering Assistants to ensure service standards are maintained; reporting any personnel issues to your manager.

Ensure that our customers are satisfied with our service, being friendly and helpful at all times and dealing with any complaints raised by customers.

Observing all relevant Service and Council policies and taking part in training activities to support the development of yourself and the 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 presentation and service of meals for a minimum of 50 customers daily, to agreed standards.
- To work cooperatively within your team to help 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.
- Appropriate uniform must be worn which is provided.
- Please 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.

Kirklees Catering Service operates the meal provision in 17 high schools, 2 middle schools, 154 primary schools; along with 5 commercial premises and the town halls in Kirklees.

You will need to be able to work from your own initiative in a fast paced environment; supporting colleagues where appropriate.

You must have the ability to work effectively as part of a team and the confidence to contribute to the team in developing the service and improving efficiencies.

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 the school in developing the service to meet their changing needs; identifying opportunities to increase the uptake of school meals.

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
- Honest
- 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. The Council's [Behaviours and Expectations](#) will be tested throughout the selection process.

## Person Checklist

- Experience of the presentation and service of meals for a minimum of 50 customers daily, to agreed standards. This will include washing up and cleaning duties.
- Administration Skills to complete all relevant documentation on Cypad Kitchen Manager (software used for documentation)
- Experience of supervising a small team is beneficial.
- Basic Food Hygiene Certificate or the ability to attain
- 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
- Expects that an Enhanced DBS check will be required. Read our [Policy Statement on the Recruitment of ex-offenders](#)

*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.