

Flexible/Mobile Staff Co-ordinator – Grade 5

Job purpose

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 operates the meal provision in high and primary schools; along with commercial premises in our growing business portfolio.

The service employs a bank of flexible/mobile staff to provide cover in kitchens for sickness and vacancies. The main purpose of this role is to ensure that these staff are placed where they are required on a daily basis. You will be required to support the fluctuating needs of the service and co-ordinate casual cover by liaising with the Catering Managers and Supervisors on a day to day basis.

This role is based within Economy and Infrastructure.

Responsible to: Flexible/Mobile Staff Co-ordinator & Recruitment Officer.

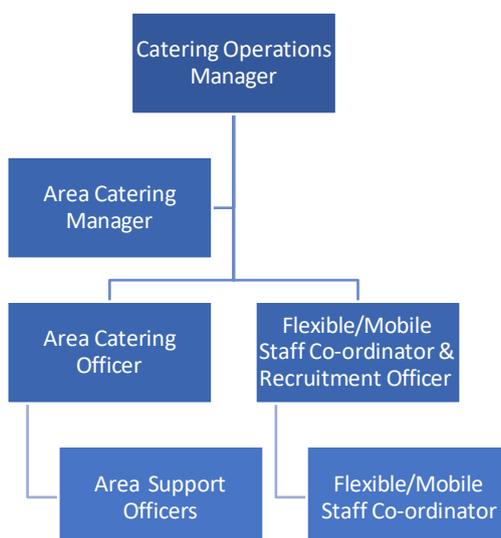
Find out more about [working for Kirklees](#).

Key areas of responsibility

- Our flexible/mobile team provide cover in all our kitchens for sickness and vacancies. The main purpose of the co-ordinator is to ensure that staff are placed where they are required on a daily basis. The needs of the kitchens can change quickly; therefore you need to be flexible and have the ability to react quickly to these changing needs; working from your own initiative and prioritising workloads.
- The role involves dealing quickly with urgent requests from Catering Managers/Supervisors; therefore you need to be able to react quickly whilst remaining positive with colleagues. The ability to remain calm and understanding whilst others may be stressed is essential to this role.
- You will need to maintain a positive and professional attitude in a high pressured environment and have the ability to communicate effectively with other colleagues from within our service
- You will also support the recruitment of catering staff by holding telephone discussions about job vacancies with interested persons wishing to apply to join the team. In addition, you will arrange and support with interviews and carry out a range of administrative duties that supports the Flexible/Mobile Staff Co-ordinator & Recruitment Officer.
- The role also includes recording information and maintaining accurate records of where staff have been placed, booking new starters on induction training and completing general administration duties ie: photocopying, note taking.
- You will manage your workload effectively whilst following work instructions and planning all cover required in the kitchens. You may experience a high volume of request; which may change in a short time frame; therefore it may be necessary to prioritise deployment of staff. In extreme circumstance you will liaise with and report to the Catering Officers on any issues relating to the supply of Flexible/Mobile staff.

- You will be required to adhere to all relevant Service and Council policies and identify training needs to support your personal development.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
Administration skills and the ability to use IT applications; particularly Microsoft Word and Excel; to effectively to record placement of staff, hours worked and any related data.	Essential
Literacy skills to be able to produce specialist documentation.	Essential
Numeracy skills to be able to produce statistical information and deal with financial information	Essential
Demonstrate excellent customer service at all times.	Essential
Excellent communication skills to communicate professionally and calmly; particularly over the telephone.	Essential
An understanding of large scale catering and the pressures this environment puts on catering teams would be beneficial.	Desirable

Behaviours and expectations

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

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 1. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

DBS check at the appropriate level

This Job 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 Office Use Only:

Job Category		Grading ID	
Job ID		Last Updated	
Job Focus		Career Progression	

Contractual Variants

DBS Category	Children	DBS Type	Enhanced
Health Check	Yes	Politically Restricted	
24/7 working		Public Holidays	
Night Working		Alternating Pattern	
Standby		Other	
Checked by HR			