

## Area Support Officer – Grade 7

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 Kirklees and other authorities. It also provides café and restaurant services in some commercial premises. This is a dynamic service, ever changing and developing to improve the service to our customers. As an Area Support Officer you will support the delivery of the catering service across all sites within our portfolio. You may also be required to take over the supervision of a kitchen in the absence of a Catering Manager/Supervisor. You will play a key role in implementing service standards and contribute to improving the performance of the kitchen teams. You will also maintain effective relationships with our customers and clients whenever working or visiting sites.

This role is based within Environment and Climate Change. [Click here to find out more](#) ●

### The Job

The main purpose of this role is to support in the delivery of a responsive, customer focused catering service that continually develops in line with the changing needs of our customers. You will work with unit managers/supervisors across the service to implement new service developments and initiatives.

Working with your Area Catering Officer you will support in the achievement of legislative, financial and quality targets; ensuring all kitchens are compliant with legislative and council procedures.

Working with colleagues you will contribute effectively to the business development and income growth; bringing forward new ideas and initiatives for development across the whole service. You will support with the planning and implementation of marketing strategies to improve uptake.

When working in any kitchen it is essential to achieve high levels of customer satisfaction; actively seeking feedback from head teachers, pupils and parents to ensure the service meets their needs.

You will support your Area Catering Officer with the recruitment, training and development of new staff along with delivering practical training when needs have been identified.

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.

### Job Checklist

Identifies areas of risk ensuring mistakes are corrected and information is fed back to ensure mistakes are not repeated.

Ensures resources are deployed in the most effective way allowing self, team and service to meet required standards.

Identifies and evaluates areas for potential service improvements.

Works with others to set appropriate standards for service area.

Supports in implementing service objectives and understands the links to wider Council agendas and other drivers.

Works collaboratively with the team and partners including other Council services to ensure a broad approach to planning and improving service delivery.

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 and knowledge to support the delivery of high quality catering service across multiple sites. You will need to be able to work from your own initiative; reporting operational and personnel issues back to your Area Catering Officer.

You must have an understanding of budget management and the ability to implement actions to achieve agreed targets.

You will work in different locations across the service therefore must have the ability to adapt quickly, embrace change and work cooperatively with the different teams.

You must have the confidence to support a team and through a supportive and positive management style motivate the 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 Area Catering Officer in developing the service to meet the changing needs of our customers; identifying opportunities to improve service delivery and secure repeat business.

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 and Supportive.
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You will also promote and role model the Council's Expectations within the organisation

## Person Checklist

- Experience of the preparation and production of meals for a minimum of 200 customers daily, to agreed standards through effective use of resource and materials.
- Knowledge & understanding of Food Allergy legislation and providing meals for special dietary requirements.
- Demonstrates excellent customer care skills and experience of working with a range of different clients.
- Understanding of budgeting and sales development
- Ability to undertake the recruitment of staff, conduct ill health return to work discussions and undertake discussions with staff about minor breaches of conduct.
- An Intermediate Food Hygiene Certificate or ability to attain.
- A Managing Safely qualification or ability to attain
- Travel is an essential part of this job and therefore it would be extremely difficult for you to do your job effectively if you did not use a vehicle for all or most of the time. It is essential that you hold a full and valid driving licence. (Exceptions may be made for disabled candidates).
- Accepts that a DBS check will be required - A conviction may not exclude candidates from the 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... **PLEASE COMPLETE**