

## Assistant Quality & Standards Monitoring Officer – Grade 6

### Job purpose:

The Quality & Standards team are part of the Environment Service which offers asset management, catering, cleaning and caretaking support. The Quality & Standards function is to ensure that all services within Environment Service are operating to the highest standards and that there is a level of consistency and continuous improvement embedded within all areas.

You will report to the Quality & Standards Monitoring Officer and be part of a small team of Assistant Quality Monitoring Officers.

### Key areas of responsibility:

You will be responsible for providing monitoring service visits to sites; covering a range of activities provided within Environment Service, monitoring compliance with all relevant legislation, policies and procedures and agreed service standards.

Following site visits you will provide feedback and recommendations to the relevant location managers and stakeholders and produce detailed reports and findings.

You will carry out condition surveys and submit details of major and minor refurbishments and remedial works including heavy equipment in accordance with legislation and relevant policies. In addition you will produce and maintain asset inventories for school kitchens and other catering locations.

You will work alongside colleagues and with your manager to ensure that a high quality, customer focused and value for money service is delivered.

### Decisions

You will play a key role in developing effective relationships with customers and clients through regular site visits; and with support from your manager provide feedback and recommendations.

You will identify and deliver service improvements and work effectively with suppliers and stakeholders to ensure that customer needs are met and risks are minimised.

You will be expected to carry out your duties in line with the Services and Council's policies and procedures along with all relevant legislation.

## Resources – financial & equipment:

Whilst having no direct budget responsibilities you will support the Quality & Standards Officer to deliver refurbishments, remedial works and replacement equipment in a timely and cost effective way; ensuring service budget targets are achieved.

You will be provided with IT equipment to support you in your role and will be responsible for the safety and security of this equipment.

## Work environment – work demands, physical demands, working conditions and work context

### Work demands

Whilst your manager will provide guidance and timescales you will mostly work independently, using your own initiative to ensure timescales are achieved.

### Physical demands

You working time will include office based working, utilising computer software applications and site visits to carry out inspections.

### Working conditions

Your work will involve office based work along with operational site visits to school and council premises including kitchen environments

This post requires you to work flexible hours, including occasional evenings and weekends. You will also be required to travel to various locations in order to carry out the duties of the post.

### Work context

Office and site environment.

Regular working hours and patterns; although occasionally you will be asked to work flexibly to meet the needs of the service.

You will occasionally work in a school environment therefore you will be required to actively support the Council's responsibility to Safeguarding.

## Knowledge, experience and skills:

E/D

E = Essential

D = Desirable

\*indicates shortlisting criterion

IT skills and familiarity with computer packages, e.g. Microsoft Word, Excel.

E\*

Literacy and administration skills to be able to produce routine documentation.

E\*

Numeracy skills to be able to produce statistical & financial information.

E\*

Experience and knowledge of services within Schools Facilities Management.

E\*

# Job Profile



## Qualifications:

CIEH Level 2 Food Hygiene certificate

E\*

Food Hygiene Certificate Level 4 or ability to attain

E\*

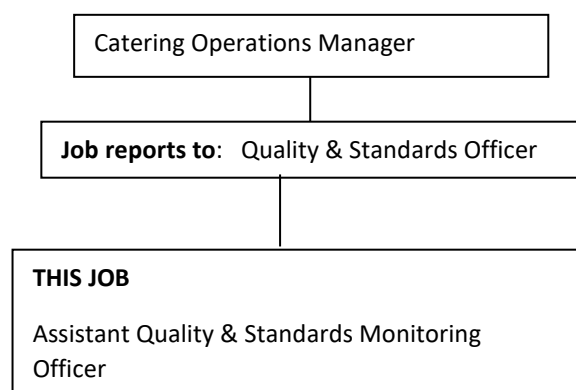
Level 3 Food Allergen Management for Caterers or ability to attain.

D

IOSH Managing Safely Level 3 or ability to attain

D

## Position of job in organisation structure:



## 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. To find out more about Council Behaviours and Expectations please click [here](#).

## General:

Please click [here](#) to see your responsibilities related to Safeguarding.  
DBS check & Health Screening required

Job ID ref. JP24

Last updated: 25.09.20

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.

