

Outdoor Education Service



Telford & Wrekin
COUNCIL

Job Description: Catering Supervisor Arthog Wales

Scale 2

Job Purpose

The Post Holder (PH) is supports operational management of the catering provision at Arthog Wales.

This is a residential centre of 110+ beds across the estuary from Barmouth in Mid-Wales. It offers 'peak experiences' / 'life changing' outdoor education residential experiences in the mountains, rivers and coastal environments around the Centre. The offer is also extended through expeditions in the wider UK and abroad.

The PH will work closely with the Catering Manager who is responsible for ensuring a safe, quality and efficient catering which can be enjoyed in a social dining environment.

Major Tasks

1. To support the Catering Manager in providing a safe, enjoyable and quality catering service and dining experience for customers, Centre staff and general visitors.
2. Supervise health and safety with regards to all aspects of food handling and production including delivery, storage, stock, menu preparation, allergies, meal presentation, service and waste. Ensure compliance with Telford & Wrekin Catering Service procedures and national standards.
3. Supervise health and safety within the catering and dining areas including chemicals, machinery and tools, reporting building and décor issues and cleaning. Ensure compliance with Telford & Wrekin Catering Service procedures and national standards.
4. Support menu planning, organisation and delivery ensuring visitor needs and expectations are met in terms of healthy eating, special diets, choice, quantity and quality. There is an emphasis on home cooking and using fresh ingredients.
5. Support the management of the Centre provisions and other catering budgets to maximise value and minimise waste.
6. Supervise Catering Assistants as required.
7. Support the scheduling of Catering staff to meet the bookings pattern and catering service required.
8. Support the management of catering machinery and equipment, its servicing and checks, and replacement.
9. Support the management of the furniture and furnishings of the dining area, crockery and cutlery to ensure dining is an enjoyable and socially positive experience.

10. Supervise dining systems, including servery and clearing of plates and tables to maximise the dining experience for visitors.
11. Contribute to the catering inventory and keeping it up to date.
12. Supervise for the completion of records and documentation within Catering including Safer Food and Better Business, time sheets, training records, temperature readings, cleaning records and expenditure.
13. Support the Centre Tuckshop operation.

Contacts

Primary contact will be between the PH and the catering Manager who is responsible for ensuring a safe, quality and efficient catering which can be enjoyed in a social dining environment.

Significant contact will be between the PH and the customers before and during a residential visit.

Close working relationships will be needed between the PH and the Catering Assistants.

Regular contact with all Arthog Wales Staff in the delivery of routine Centre duties.

Regular contact with T&WC Officers as required especially in the Catering Team.

There will be an essential requirement to liaise with suppliers and their delivery staff.

Creative Work

Support the development of Centre catering systems, methods and procedures with the wider T&WC guidance and policies, working with Catering Manager.

Promoting healthy eating and dining as a positive social experience.

Developing menus and dishes for a range of customers, dietary requirements and preferences.

Decisions made

Decisions are made in line with established policies/procedures or in consultation with Centre SMT.

Supporting the allocation of Catering staffing to maximise efficiency whilst ensuring quality. Daily organisation of roles and tasks and also periodically linked to Centre occupancy such as deep cleaning and maintenance.

Supporting decisions linked to budgeting including menu planning, choice of suppliers, kitchen resources and dining experience.

Decisions made in deputising for the Catering Manager in their absence and in supervising the Catering Assistants.

Supervisory responsibility

Supervision of the Catering Assistants

Supervision received

The post holder will be under the supervision of the Catering Manager.

As a Supervisor will be expected to work under their own initiative referring to their line manager for guidance on specific problems or when working on collaborative tasks and projects.

Complexity

The post holder must be able to demonstrate good organisational skills

Demonstrate good supervisory skills

Ensure kitchen meets Environmental Health requirements and comply with Food Safety Legislation

Provide quality customer service.

Education and Experience

The PH will have a good standard of education and NVQ Level 2 – Food Preparation or equivalent in terms of qualification and experience.

The PH will have to have sufficient experience to supervise others carrying out catering tasks at the Centre.

They will need a practical working knowledge of hygiene and domestic safety legislation and practice.

Allowances

To be read in conjunction with Telford and Wrekin Council's Written Statement of Particulars of Employment [Employment Rights Act 1996]

Flexible working

To meet the needs of the Service and its customers, a flexible approach to working is required and in line with a 24 hour residential operation.

The Service operates over seven days a week and as such staff are required to work evenings and weekends, as part of their normal working week, for which no enhanced rates of pay will be paid.

As the Service has seasonal variations in its activity and occupancy, so staffing needs to be flexible to meet these booking patterns.

Hours of work will be managed over a 4-week period, through a local flexi time system and up to one working week (pro rata), credit or debit will be able to be carried over into the next accounting period.

Working time and/or time off in lieu is to be agreed in advance unless in an emergency or extenuating circumstance (in such circumstances agreement must be sought at the earliest reasonable opportunity) and a formal record is to be kept.

Overtime will no longer normally be paid as employees will be expected to manage their time over a four week period to take back hours accrued in accordance with business need, the terms of the local flexi time scheme and agreed Centre staffing rotas.

On call arrangements

- Receiving a telephone call will be paid at a minimum of 1 hour (pro rata thereafter) based on the employee's hourly rate.
- Attending a call out will be paid at a minimum of 2 hours (pro rata thereafter) based on the employee's hourly rate. As this will be an additional journey travel expenses will be paid.
- These payments are eligible for enhanced payments up to an including employees on Scale 6, employees on S01 and above are not eligible for paid overtime and as such will be entitled to time off in lieu.

Annual leave and Bank Holidays

Telford & Wrekin Annual leave and Bank Holidays (pro rata for part time working) arrangements are detailed within employees Statement of Particulars.

Meals

At Arthog Wales where there is a catering facility, meals are provided to staff who are supervising pupils during meal times (as such this is not a taxable benefit).

Expeditions

Expedition evenings and overnight camps are specifically remunerated at plain time as follows;

- Evening of activities and direct supervision followed by overnight camp including early breakfast supervision = 7.4 hours additional pay
- Overnight camp but remote supervision during evening and night e.g. DofE Qualifiers = 3.7 hours additional pay
- Meals are provided to staff who are supervising pupils during meal times (as such this is not a taxable benefit).

These payments are in addition to the daytime working hours which are part of the 4-week flexible working period.

All post holders are eligible for casual car user allowance.

Person Specification: Catering Supervisor Arthog Wales

Criteria	Standard
Qualifications	<ul style="list-style-type: none"> • Good Standard of Education , Catering Experience • NVQ Level 2 – Food Preparation or equivalent in terms of qualification and/or experience • Food and Hygiene Certificate - desirable
Knowledge	<ul style="list-style-type: none"> • Some knowledge of operational Catering , managing a Catering Unit • You will need to attend training courses as and when required • The need to comply with the information provided in your staff handbook distributed to you at your induction • You must adhere to all Health & Safety policies and procedures and bring to the immediate attention of your line manager any activity/occurrence which may prove a danger to either yourself or others • Awareness and understanding of current legislation and guidelines relating to nutrition, food and hygiene, health and safety and COSHH
Skills	<ul style="list-style-type: none"> • The ability to work in an organised manner • Ability to work under pressure • Excellent interpersonal skills for working with catering team, Centre staff and clientele. • Have a passion for food and a desire to deliver a high quality menu to visitors. • The ability to understand direct instruction from your Line Manager or from the Senior Management team • Flexible approach, willing to take on new ideas to improve the service to the customer •
Experience	<ul style="list-style-type: none"> • Some experience of working in a similar role would be beneficial • Experience of producing home cooked food • Supervisory experience in a Catering establishment
Personal style and behaviours	<ul style="list-style-type: none"> • Tenacious drive for continuous improvement linked to Service need and customer experience. • A commitment to the values of residential outdoor education • Personal qualities necessary for working ethically. Able to develop good relationships with others by behaving with integrity and treating people with respect.

	<ul style="list-style-type: none"> • Highly professional approach to colleagues, visiting staff and pupils. • Able to work independently, to self-motivate and self-organise. • Able to prioritise and work under pressure of conflicting demands. <p>This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure members of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.</p>
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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved

Type of criminal records checks required for this post	Tick as required
None	
Basic Disclosure	
Standard Disclosure	
Enhanced Disclosure	✓
Working with Adults – Regulated Activity	
Working with Children – Regulated Activity	

Information on types of criminal records checks is available at

<https://www.gov.uk/disclosure-barring-service-check>