



# Area Supervisor – Citywide Services

| Service           | Reporting to       | Location             | Grade         |
|-------------------|--------------------|----------------------|---------------|
| Citywide Services | Operations Manager | Head Office - Mobile | 3C SCP 28 -31 |

## About the role

The Area Supervisor, Citywide Services, will support with the management responsibility for the delivery of the Citywide School Meals, Building Cleaning and other associated services. This is an extensive area with approximately 800 staff and an annual turnover of approximately £10 million, providing key frontline high-profile council services across the city.

- The purpose of the role is to develop a dual operational approach that will provide a more efficient and effective service across all contracts in both catering and cleaning.
- Citywide are committed to improving the diet of young people in Salford and as part of your role you will be required to devise and co-ordinate the production of cost-effective menus to meet the Government's food and nutrient based school food standards.
- You will monitor and evaluate both the school catering and cleaning service and provide advice for improvements.
- You will monitor the effective use of kitchen management and meal selector systems to ensure the systems are used correctly and to maximum efficiency.
- You will effectively and efficiently staff the units you are responsible for, ensuring absences, annual leave or vacancies are covered as required.
- You will conduct interviews and recruitment of new kitchen or cleaning staff in line with Council's Policy.
- You will lead the Citywide Team by example, ensuring through supervision, direction, and development that the Service provides the best possible outcomes for its customers.
- You will support with the day-to-day management for, employees of Citywide Services, budgets and resources.
- You will be responsible for managing staff absence monitoring in line with the Council's Policy.

- You will be responsible for investigating and prepare disciplinary reports for hearings with the support of HR.
- You will have the ability to react to immediate problems of a complex nature, managing conflict and able to deliver immediate solutions sometimes under pressure.
- You will deliver on job training for catering staff and cleaning staff. Ensuring the completion and update of training records
- You will identify potential hazards and ways in which the risks may be managed.
- You will complete and implement risk assessments.
- You will be responsible for monitoring the implementation of the Safer food better business manual, all risk assessments, COSHH and any changes to relevant polices. As required provide correction and advice to members of staff.
- You will be responsible for manage the financial performance of the individual kitchens / units and responding accordingly in discussions with the Cook Supervisor.
- You will be responsible for monitoring cleaning units' financial performance against set targets, report budget variance and take remedial action.
- You will be responsible for the management of equipment. Advising the Operations manager / Service Manager when equipment of significant value is required to be replaced or repaired.
- You will keep up to date with policies and procedures, legislation, and new initiatives, ensuring that all staff are aware of their responsibilities in particular food safety legislation, Safeguarding and other associated statutory requirements.
- You will assist in the implementing of marketing strategies and pursuing ways of business growth. Attending school open evenings and parents' evenings to promote Citywide services.
- The role is key to supporting the Service Manager and Operations Managers in the successful management of service contracts and Service Level Agreements and the promotion of growth in new and existing business across multiple sites.
- You will establish and maintain personal and professional boundaries.

- Work with full regard to Salford City Council's Values, Equal Opportunities, Health & Safety and Community Strategy policies.

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## Key outcomes

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- Through your drive and passion, you will ensure that the service operates at the highest standard, providing highly responsive care, built on trusting relationships.
- You will support and ensure that systems are put in to place to effectively recruit and train employees appointed to the service and in line with the Safe Recruitment Policy.
- You will support to develop and maintain excellent working relationships with service areas and external partners to ensure good practice is maintained and improved.
- You will support and have responsibility for staff supervision and the development of the Citywide team.
- You will be responsible for ensuring documentation, record keeping, accounting and communication is maintained, and effective information strategies and systems are in place to enable appropriate sharing of data and information.
- You will ensure that regular relevant reports and information is shared to key stakeholders in line with full accountability and operational performance.
- To assist with the preparation and updating of policies and procedures as required by the business.
- To undertake such additional duties as are reasonably commensurate with the level of the post and deputise on behalf of the Head of Service as required.

## What we need from you

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- To model and demonstrate our values and behaviours.
- Practical knowledge and experience of working with legislation and law in relation to all Citywide Services
- You will have a good level of competency in basic computer skills including the use of Word, databases, the internet, and email having regard to the GDPR and associated policies.
- You will have achieved or working towards Level 3 qualification in supervision and have experience of leading multiple diverse teams over multiple sites.
- You will actively promote equality by identifying potential for discrimination and challenging inequality in all circumstances. Through personal example, open commitment and clear action, you will ensure diversity is positively valued.
- To demonstrate initiative, confidence, and personal responsibility for action especially where solutions or ways forward are not clear.
- The ability to communicate across all sectors and levels and able to demonstrate integrity, create rapport and build trust and confidence.

- Ability to motivate, engage and develop people to deliver shared outcomes through planning and organising workloads of small teams.
- You will carry out your duties to the highest standard, with full regard to the City Council and Service's policies, procedures, protocols, and Code of Conduct.
- You will lead by example to enable staff to provide the best possible services to customers.

## What we can offer you

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Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

### Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

### Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](#) website.

## A digital organisation

### Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

### Sharing your digital skills

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Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

## Our vision and priorities

### Our vision

The council has a vision is to create 'A fairer, greener and healthier Salford'. To help us achieve this vision we have identified some key priorities to tackle the problems people in Salford are currently facing, [the Great Eight](#).

Salford is beginning a journey of economic transformation, with the mapping out of the city's economic future through key pieces of city council work. We're calling this [The Salford Way](#).

# The Great Eight are:

|  |  |  |   |
|--|--|--|---|
| <b>Tackling poverty and inequality.</b><br><br>1              | <b>Creating vibrant places and spaces.</b><br><br>2           | <b>Tackling the climate emergency.</b><br><br>3 | <b>Skills and education (A Learning City).</b><br><br>4                            |
| <b>Affordable housing and reducing homelessness.</b><br><br>5 | <b>Promoting transport and digital connectivity.</b><br><br>6 | <b>Creating an economy for all.</b><br><br>7    | <b>Tackling health inequalities and providing the best possible care.</b><br><br>8 |

## Our organisation's values

We have four values: **Pride, Passion, People, Personal responsibility.**

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

# Our values



**Pride**

**Passion**

**People**

**Personal responsibility**

## Application guidance

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We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

### Role details

Completed by: Lucy Clarke, Service Manager, Citywide Services

Date: 01/11/2023

Job code: ECS00063

Job score: 498

Date of evaluation: February 2024

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