

Cook Supervisor

Role Profile

Service: Operational Service of Education
Band: Band 4
Reporting to: Catering Deputy Manager
Responsible for: Assigned Kitchen staff



TRAFFORD
COUNCIL

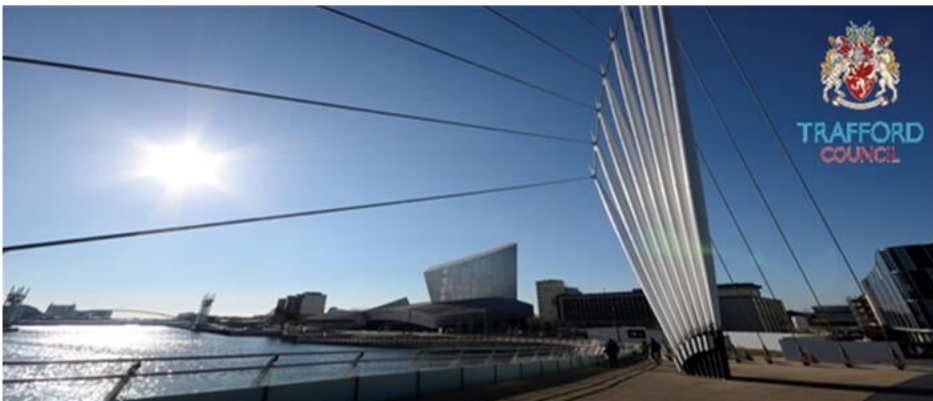
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities prosper

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Operational Services for Education (OSfE) are committed to delivering professional, efficient, friendly, value for money but high-quality services to the majority of schools in Trafford using experienced staff. Our aim in catering service is to ensure that children receive a balanced and nutritious meal, which supports them in optimising their achievement and attainment levels. The cleaning service delivers building cleaning to schools, the private sector and Trafford's admin buildings, both these services operate in a competitive market. OSfE also delivers the council's 71 school crossing patrols across the borough.

Your Main Priorities

- Responsible for all activities in a Primary/High School kitchen.
- Providing professional high-quality customer service to ensure delivery of an efficient and effective day to day service.
- Managing the unit to successfully deliver the agreed Service Levels.
- Contributing to the ongoing development of the staff within the kitchen.
- Supervising front line staff within your kitchen.
- Providing first-line support for all issues raised in relation to the quality of the service and to follow through requests to a satisfactory resolution in a courteous, timely, and efficient manner.
- Manage the safe preparation, cooking and serving of food.
- Manage aspects of kitchen safety, food safety and allergy management.
- Complete orders and required paperwork in a timely manner.

Key duties

- The cooking and preparation of meals in accordance to the provided menus and recipes, including the provision of special dietary meals.
- Operational control of the serving of meals following set portion control and ensure all food is served to a high standard.
- To be responsible for monitoring, ordering, and recording of supplies/ stock and day to day production schedule of each menu.
- Responsibility for health and safety, reporting maintenance issues and the control of hygiene in the kitchen, ensuring that Trafford's HACCP is implemented.
- Knowledge of the School Food Plan
- The direction and / or supervision of other cooks and attend all appropriate training and train unit staff as required.
- Communicate regularly and professionally with the school management and colleagues.
- Communicate with the school and your team to ensure the dining room and tables are left in appropriate location and condition.
- Responding to School business managers / Heads, service / area managers requests for QA inspections.
- Providing high quality customer-focused support to customers, colleagues and managers taking full ownership of all enquiries in accordance with the Council's customer care service standards.
- Support area managers in identifying the training needs of front-line staff and opportunities to improve the customer experience.
- Support the completion of risk assessments as appropriate.
- Work in accordance with, and ensure compliance of relevant Quality Management System Procedures and Work Instructions
- Maintain accurate and up-to-date records of materials, equipment and machinery held within units and ensure any anomalies are brought to the attention of Area Manager/s.
- Report to the service lead / Area Manager all H&S issues and anomalies in line with service delivery and QA checks and assessments
- Supporting the Service Managers in the successful management of contracts and Service Level Agreements
- Being committed to self-development to enable you to provide support to all sections of OSfE as and when required.
- Promoting the products and services offered by OSfE to ensure that it is seen as the first choice of service provision by stakeholders and the community.

About You

Qualifications and Professional Development

- NVQ level 2 or equivalent in professional cookery.
- Food safety level 3 certificate

Experience and Knowledge

- Minimum of 2 years' experience in catering
- Large scale catering experience (preferably within a school meal service)
- Awareness of Healthy Eating, Nutrition and Allergy Management
- Supervisory experience in large scale catering
- Current/recent experience in a commercial catering environment
- Stock control and accounting and associated bookwork
- Knowledge of Health and Safety, COSHH, HACCPs
- Experience of risk assessment and quality assurance systems, processes, and procedures
- Knowledge of the requirements of Data Protection & GDPR.
- Experience of continually working to a high standard in a pressurised environment
- knowledge of health and safety issues relating to operational equipment / products
- Experience and detailed compliance with the relevant regulations, such as H&S
- Knowledge / experience of working in school environments

Skills and abilities

- Good interpersonal skills, team worker, positive supervisory style

- Excellent communications skills with the ability to communicate effectively with all customers in a calm and polite manner and to present information in a format easily understood.
- Customer focused approach to service delivery and providing high levels of customer care in a pressurised environment with a caring and empathetic nature.
- Ability to work well as part of a team as well as on own initiative organising and prioritising work to meet deadlines and changing priorities.
- Flexible and adaptable to change in order to meet service needs.
- Ability to handle situations with sensitivity, tact and diplomacy with good organisational skills; managing demanding workloads and working well under pressure to tight deadlines.
- Able to resolve a range of queries at first point of contact and effectively respond independently to unexpected problems and situations.
- Ability to work on own initiative, organising and prioritising work to meet deadlines and changing priorities
- Adaptable and flexible approach to work; willing to embrace new technologies and systems whilst adapting with the service to meet constantly diverse, dynamically changing needs of the environment

Special Conditions

- Willing and able to travel to sites within the Trafford Borough and Manchester
- Advanced DBS required
- Unsocial hours/weekend work may be required– maximum of 5 Saturday/Sunday per annum and covering late night duties up to 7pm on occasions to meet service needs.

Date prepared/revised: 2 Oct 2022

Prepared/revised by: Phil Taylor

Job Evaluation: AM Oct 2022

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.