

# Job description

**Job title:** Catering Services Officer (Operations)

**Grade:** Level 1 – Dorset Grade 8

Level 2 – Dorset Grade 9

**Job evaluation reference:** HF610 – Level 1  
HF610a – Level 2

**Job family:** Hospitality and Facilities

## Purpose and impact

1. Provide or oversee the provision of a catering service to internal and external clients and to ensure that this is carried out in accordance with the needs of the service.
2. Work within agreed principles and guidelines, with minimal supervision from the line manager. Work will be carried out by following procedures but some creativity will be required where procedures do not specify all options/outcomes. Provide readily available information or assistance, occasionally dealing with issues where the outcome may not be straightforward. Manage direct reports and have on-going responsibility for the development and provision of relevant training.

## Key responsibilities

Depending on the location of the role, the duties may include any of the following:-

1. Undertake the management, supervision and appraisal of direct reports.
2. Develop and review the catering service to ensure cost effectiveness whilst ensuring high standards of work and customer service are maintained.
3. Undertake, or assist with, the recruitment and selection of staff.
4. Devise, organise and deliver training courses relating to the service.
5. Ensure all legislative, Health and Safety and Food Hygiene standards are complied with.
6. Adapt and review menus according to the needs of service users, the seasonal availability of stock and any special dietary requirements.
7. Negotiation with suppliers.
8. Ensure the provision of advice on housekeeping services.
9. Planning of rotas and staff levels.
10. Liaison with Environmental Health Officers as required.
11. Any other lesser or comparable duties as required relating to the particular specialised function of the team or teams

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.



## Supervision and management

1. The post holder will be required to work with minimal supervision from the line manager.
2. At level 1 the post holder will be required to manage up to 5 staff including appraisal and the identification of training and development needs.

## Resources

The role may include responsibility for handling cash, cheques and card payments using a till and the banking of monies. There may be responsibility for stocktaking and recording.

## Working Environment

The work environment will include hot kitchen areas. The post holder will have a set programme of tasks which will be subject to changing demands, deadlines and priorities.

## Progression in Post (if applicable)

**The post may only be established at one level depending on the needs of the particular service but where both levels are applicable, progression from Level 1 to Level 2 will be subject to all of the following criteria:-**

- Requirement to manage 6 -15 staff across dispersed locations.

## Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



# Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

## Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

| <b>Qualifications, training or registrations</b><br>Required by law or essential to the performance of the role or both                | <b>Assessed through:</b>                    |
|--|---|
| 1. Recognised high level catering qualification.   | Application form                            |
| 2. Advanced Food Hygiene certificate or equivalent (or Post Entry)   | Application form                            |
|  |   |
| <b>Experience</b>  |   |
| 3. Proven catering experience  | Application form<br>Interview<br>Assessment |
| 4. Significant experience of catering, industry standards and regulations  | Application form<br>Interview<br>Assessment |
| 5. Previous supervisory/management experience in a similar or related setting  | Application form<br>Interview<br>Assessment |
| 6. Development and delivery of training.   | Application form<br>Interview<br>Assessment |
| <b>Knowledge</b>   |   |
| 7. Proven knowledge of the catering practice and associated legislation  | Application form<br>Interview<br>Assessment |
| 8. Knowledge of catering service provision   | Application form<br>Interview<br>Assessment |
| 9. Knowledge of working in a commercial kitchen.   | Application form<br>Interview<br>Assessment |
| 10. Knowledge of healthy eating, cultural diets and specifically the nutritional requirements and special requirements of older people | Application form<br>Interview<br>Assessment |
| <b>Skills and abilities</b>  |   |
| 11. Organisational and planning skills.  | Interview<br>Assessment<br>References       |
| 12. Good Communication skills.   | Interview<br>Assessment<br>References       |
| 13. Ability to motivate self and others.   | Interview<br>Assessment<br>References       |



|   |                                       |
|---|---------------------------------------|
| 14. Ability to work on own initiative.                          | Interview<br>Assessment<br>References |
| 15. Ability to work to deadlines.                               | Interview<br>Assessment<br>References |
| 16. Presentation/Training skills                                | Interview<br>Assessment<br>References |
| 17. IT Literate   | Interview<br>Assessment<br>References |
| 18. Willingness to undertake training as required for the role. | Interview<br>Assessment<br>References |
| 19. Commitment to providing a high quality service              | Interview<br>Assessment<br>References |
| 20. Ability to fulfil the travel requirements of the post.      | Interview<br>Assessment<br>References |
| <b>Our values</b>   |                                       |
| 21. Respect   | Interview<br>Assessment               |
| 22. Together  | Interview<br>Assessment               |
| 23. Accountability  | Interview<br>Assessment               |
| 24. Openness  | Interview<br>Assessment               |
| 25. Curiosity   | Interview<br>Assessment               |
| <b>Other</b>  |                                       |
| 26.   |                                       |
| 27.   |                                       |
| 28.   |                                       |

## Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

| <b>Qualifications, training or registrations</b>                           | <b>Assessed through:</b>                    |
|--|---|
| 29. Nutritional qualification.   | Application form                            |
| 30. Training qualification   | Application form                            |
|  | Application form                            |
| <b>Experience</b>  |   |
| 31. Wide range of experience including private and public sector catering. | Application form<br>Interview<br>Assessment |



|   |   |
|---|---|
| <b>Knowledge</b>                            |   |
| 32.   | Application form<br>Interview<br>Assessment |
| <b>Skills and abilities</b>                 |   |
| 33. Financial control in a catering setting | Interview<br>Assessment<br>References       |
| <b>Other</b>                                |   |
| 34.   |   |

## Approval

Manager's job title:

Date:

