

Job Description



Position Details

Position:	Technical Operational Supervisor
Directorate:	Children, Young People & Families
Service:	Catering
Position no:	BG18440
Grade:	Scale 5 (£29,540 - £32,597 pro rata per annum)
Hours of work:	14.5 hours per week – 52 weeks of the year
Work style:	Agile Worker
DBS required:	Enhanced Disclosure
Contact:	Amanda Baird 07814 645181 / Angela Meredith 07807 585117
Date:	April 2026

Politically Restricted? Yes* No

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: Assistant Team Leader - Catering

Responsible for: The efficient and cost-effective supervision of the Authority's catering establishments cashless catering systems, auditing financial procedures, monitoring systems, school debt, stock levels and providing technical operational support for the catering service.

Principal Accountabilities

1. To work under the supervision of the Team Leader and Assistant Team Leader to communicate relevant information to them as indicated by Blaenau Gwent Catering Policies.
2. To support the Team Leader/Assistant Team Leader with the recruitment process.
3. To collect and enter data for Universal Primary Free School Meals, Nutritional Welsh Government Saffron systems and running budget reports.
4. To lead on the introduction of electronic forms to all catering teams.
5. Providing the catering department with technical operational support on financial procedures, implementation of cashless catering systems, cash reconciliation, monitoring and school debt, auditing systems and stock levels, presentations to staff, pupils and parents. Also provide relevant training on technical operational service needs.
6. Maintaining technical operational support to 24 Primary and 3 Secondary Schools to adhere to Blaenau Gwent Catering Policies and Service Level Agreement contracts.

7. Implementing cost effective systems, ensuring quality inspections, auditing financial procedures, monitoring systems, school debt and stock levels whilst maintaining compliance to meet service standards set by the Team Leader/Assistant Team Leader.
8. In accordance with Blaenau Gwent Catering Services policies, be prepared to work at any reasonable time of day to ensure the smooth running of the catering unit.
9. To keep full accurate records in all systems and paperwork in accordance with organisational procedures laid down by the Team Leader/Assistant Team Leader, set up monthly feedback sessions to ensure relevant information is reported to the catering team.
10. To support catering staff with financial procedures, auditing, monitoring systems, school debt, stock levels and provide training.
11. To work to a high standard to coincide with customer demands and always ensuring a high standard of customer care.
12. To compile reports/letters and relevant paperwork for service needs.
13. To undertake any training considered necessary for the post, to take part in on-going training plan ensuring all staff have refresher training necessary to perform their duties.
14. To travel to any location as required within Blaenau Gwent. This will also include duties within the catering office or any other establishment as required.

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
GCSE Grade C or above Mathematics, English, ICT	E	A
Relevant experience with financial procedures	E	A - I
Experience		
Proven experience of managing data systems, Microsoft Word & Excel, monitoring of stock control, training financial procedures	E	A - I - PP
Previous experience of working with data systems	E	A - I - PP
Knowledge / Skills		
Able to prioritise tasks effectively and consistently meets deadlines to provide an excellent service	E	A - I - PP
Demonstrates a positive attitude to change and contributes to new ideas and improved ways of working. Looks to continually improve the service	E	A - I
Maintains a professional approach and presents a positive image to internal and external people when representing self service and council. Makes every effort to ensure the experience citizens have of the council is positive and productive.	E	A - I
Works well with colleagues inside and outside the team. Looks beyond boundaries of own job to support others, sharing knowledge and contributing to a positive team spirit.	E	A - I
Communicates appropriately, openly and effectively	E	A - I
Personal Attributes		
Sets an example to the team by own approach and attitude		PP
Gets the best out of people by developing the skills, experience and ambition of self and team		PP
Ensures equality and diversity issues are integral to service delivery		PP
Recognises when it is necessary to take a firm but appropriate line		PP
Supports and encourages good work-life balance in the team		PP
Special Working Conditions / Requirements		
Flexible working hours and a commitment to working term times and some evenings and weekends	E	I
Full driving licence and use of own car	E	A

Minimum Welsh Language Skill Requirements (Indicated with a tick (✓) below)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	✓
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Ensures the team understand how they contribute to achieving operational objectives	PP
Is focused on continually improving performance of self and team and gives regular, constructive feedback on team/individual performance	PP
Challenges poor performance appropriately	PP
Sets an example to the team by own approach and attitude	PP
Gets the best out of people by developing the skills, experience and ambition of self and team	PP
Ensures equality and diversity issues are integral to service delivery	PP
Recognises when it is necessary to take a firm but appropriate line	PP
Supports and encourages good work-life balance in the team	A - PP

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is positive about improving the service and identifies potential benefits for the citizen	PP
Consults the team and others, inside and outside the organisation for improvement ideas	PP

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Considers implications of proposed decisions	PP
Ensures decisions link to continually improving performance	PP
Uses problem solving as a method of improving the service	PP
Seek clarification or challenges appropriately	PP
Explains decisions appropriately	PP
Recognises the importance of the citizen's input to improving the service	PP
Ensures the team is focused on serving the citizen as the first priority	I – PP
Seeks feedback from the citizen on the quality and appropriateness of service delivery	PP
Is positive about the organisation and the community it serves	I - PP

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Understands the benefits of working together	I - PP
Promotes and contributes to partnerships to continually improve services for the citizen	PP
Networks effectively internally and externally	PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Uses appropriate and precise methods of communication	A – I - PP
Communicates positively and respectfully	A – I - PP
Checks others understanding	A - PP
Clearly explains and justifies decisions made elsewhere	PP
Encourages team members to think about and suggest improvements	I - PP

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