

# Job Description

## Position Details

<b>Position:</b>	Operational Supervisor
<b>Directorate:</b>	Children, Young People & Families
<b>Service:</b>	Catering
<b>Position no:</b>	BG NEW
<b>Grade:</b>	Scale 5 (£29,540 - £32,597 pro rata per annum)
<b>Hours of work:</b>	35 hours per week – 42 weeks of the year- fixed term for 6 months
<b>Work style:</b>	Agile Working
<b>DBS required:</b>	Enhanced Disclosure
<b>Contact:</b>	Amanda Baird 07814 645181 / Angela Meredith 07807 585117
<b>Date:</b>	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 establishment.

## Principal Accountabilities

1. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
2. To adhere to the principles of the Corporate Equality and ensure commitment to anti-discriminatory practices.
3. Assist for the effective supervision of 29 school kitchens and buffet services.
4. To assist and liaise with Head Teachers and Site Managers to discuss satisfaction with the service and to take any appropriate action to rectify any dissatisfaction.
5. To participate in weekly forward planning meetings.
6. To support the Client function, transfer of equipment, stock and emergency meals and access equipment needs and arranging provision of equipment.
7. To assist in the provision of an efficient and cost-effective service.
8. Responsible for quality inspections of hygiene standards, portion control and cleaning schedules within the kitchen area.

9. Responsible for Health and Safety inspections covering all aspects within the kitchen area including the Food Safety Management System and to monitor HACCP in all catering establishments through kitchen inspections and audits. To audit cook's administration and take any appropriate action to rectify if necessary.
10. To implement any relevant actions required to either maintain or return to compliance with the approved standards and to report to Assistant Team Leader.
11. To audit stock levels and assist with staffing levels within all catering establishments and report to Assistant Team Leader.
12. To conduct site induction training and implement training programmes for catering staff as and when required.
13. To assist in all aspects of recruitment including shortlisting and interviews.
14. To assist with compilation of written reports, risk assessments, investigations and letters.
15. To perform any administrative duties required that are relevant to operational procedures e.g. hygiene inspections.
16. To assist with cover out on sites undertaking absent employee's duties when needed.
17. To assist with organising, implementing, training of staff and menu development for school meals.
18. To support Cooks with one-to-one meetings when meeting with Catering Assistants if required.
19. To assist working with Head Teachers, parent evenings, any on site disputes and other problems which may arise.
20. To attend meetings in the absence of the Assistant Team Leader.
21. To support the closure and mergers of catering functions by removing equipment from closed schools. Support staff merges and measuring areas for equipment.

## **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
<b>Qualifications</b>		
5 years catering experience within the industry	E	A - I
NVQ Level 1 & 2 in Catering	D	A - I
Minimum Food Safety Level 3 and willing to work towards Food Safety Level 4	E	A - I
GCSE Grade C or above Mathematics, English, ICT	E	A - I
Higher education courses	D	A
<b>Experience</b>		
Able to prioritise tasks effectively and consistently meets deadlines to provide an excellent service	E	A - I
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
<b>Knowledge / Skills</b>		
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
<b>Personal Attributes</b>		
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
<b>Special Working Conditions / Requirements</b>		
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

<b>Minimum Welsh Language Skill Requirements</b> (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
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

Competencies – Improvement and Change	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 feedback on team/individual performance	PP
Challenges poor performance appropriately	PP
Is positive about improving the service and identifies potential benefits for the citizen	PP
Consults 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

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	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	PP
Communicates positively and respectfully	PP
Checks others understanding	PP
Recognises the importance of the citizen's input to improving the service	PP
Seeks feedback from the citizen on the quality and appropriateness of service delivery and is positive about the organisation and the community it serves.	PP

To find out more about working for Blaenau Gwent County Borough Council, visit [www.blaenau-gwent.gov.uk](http://www.blaenau-gwent.gov.uk)