

CARDIFF
CAERDYDD

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Area Account Manager	**Directorate**: Education Directorate
Section: Education Catering	**Reporting to**: Deputy Catering Operations and Relationship Manager
Grade: 7	**Hours per Week:** 37
Post Number: ~~77728, 77730~~, 77732, ~~77734, 77736~~	**Number of Employees Reporting to Post**: (Up to 85) Subject to distribution of schools
Special Conditions: Access to vehicle for purpose of work	**Location of Post**: County Hall/Hybrid

Job Purpose:

To assist the Education Catering Operations and Relationship Manager, and Deputy Operations and Relationship Manager, to provide a high quality, affordable and efficient Catering Service to Cardiff Schools, that contributes to the overall health, well-being and satisfaction of pupils and school communities.

Specifically, to be responsible for the management and supervision of the daily operating requirements of a designated group of school kitchens, dispersed across the city, to ensure compliance with all regulatory requirements of the Catering Service and all relevant corporate and departmental policies and procedures.

Duties and Responsibilities

Job Specific Requirements

1. To undertake regular visits to school kitchens to monitor systems and practices that comply with the range of operational, legislative and financial standards, applicable to Education Catering, and implement support and corrective action as required.

2. Effectively and efficiently respond to crisis and emergency situations as required, including equipment failures, utility cessation, and staff shortages (this list is not exhaustive) to ensure business continuity of the Education Catering service.

3. To maintain excellent working relationships with Headteachers, Governors, School Management Teams, wider staff and stakeholders to ensure the best possible service for children and young people is offered at each school site supervised.

4. To undertake full line management responsibilities for teams of multi-site Kitchen/Catering Managers, developing their skills and capabilities to ensure high standards of performance and service delivery in schools across the city.

5. To promote the uptake and benefits of healthy and nutritious school meals, working with catering services colleagues, schools and communities to raise the profile of the service, and to develop creative and inclusive methods to collect feedback from service users to inform service development.

6. To contribute as required to Menu Planning and Development, to ensure the incorporation of feedback from pupils, school and kitchen staff in decisions to adapt and

change menus to maintain high nutritional standards and customer satisfaction.

7. To support the Education Catering service in delivering transformational change programmes and projects with internal and external stakeholders – that contribute to broader Local and National Policy ambitions and objectives.

8. To work with colleagues across Education Catering to ensure that the service is financially efficient working within available budgets to provide an appropriate range of dining opportunities for schools across the city.

9. In collaboration with Performance/Quality colleagues support with the development of strategies and business processes to effectively, efficiently and legislatively deliver Cardiff's school meal service.

10. In collaboration with Performance/Quality colleagues support the assessment and delivery of a co-ordinated, robust set of governance and training requirements for all Education Catering, in line with strategic direction and statutory responsibilities including staff induction and training, food safety and nutritional compliance, and any other standards as required.

11. Support the planning, administration and delivery of training courses along with the implementation of Education Catering strategic plans to align with the Directorate Delivery Plan.

12. Support Education Catering's human resource processes including recruitment and selection, workforce development, sickness absence and disciplinary processes at appropriate stages, liaising with Audit and Human Resources colleagues, as applicable.

13. Mentor other team members to promote knowledge sharing and skills transfer.

Corporate Requirements

14. To participate actively in supporting the principles and practice of equality of opportunity as stated in the Council's Equal Opportunities Policy.

15. To take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions and to comply with all health and safety legislation as appropriate.

16. To, as a statutory duty, adhere to the Council's Corporate Safeguarding Policy and associated policies and procedures and to report concerns regarding the safety and wellbeing of children or adults at risk. In order to support you in this, you are required to access safeguarding training at the level which is relevant to this post.

17. To actively support the Council to reduce its carbon emissions and deliver climate resilient services and places.

18. As a term of your employment, you may be required to undertake such other duties and/or times of work as may reasonably be required of you, commensurate with your grade or general level of responsibility within the organisation.

19. Although you will be provided with a base, you will be required to work from various locations in accordance with the needs of the role.

DATE COMPLETED:_____ AGREED BY: _____
(Recruiting Manager)

Date Received by Post holder: _____

Signature of Post holder: _____



Person Specification

Job Title: Area Account Manager
Post Number: 77728, 77730, 77732, 77734, 77736

THE PERSON APPOINTED MUST MEET THE FOLLOWING REQUIREMENTS

Area to be Demonstrated	Essential Requirements YOU **MUST** DEMONSTRATE THAT YOU MEET THESE REQUIREMENTS	Desirable Requirements YOU DO NOT HAVE TO MEET THESE REQUIREMENTS BUT IF YOU DO, PLEASE TELL US	How Assessed Application Form or Interview or Both
Competencies (as per Behavioural Competency Framework)	• Putting Our Customers First – ***3*** • Getting Things Done – ***3*** • Taking Personal Responsibility – ***3*** • Seeking to understand others and treating them with respect – ***3***		Application Form and Interview
Education and Training	Educated to a good level Level 2 Award in Food Safety in Catering (or equivalent) AND Willingness to achieve a Level 3 Award in Supervising Food Safety in Catering (or equivalent) within 6 months of appointment	Qualifications in catering management	Application Form and Certification where required
Experience / Knowledge	Good knowledge and understanding of the work of the education directorate/LA context. Good knowledge of the food safety and nutritional standards applicable to the provision of school meals.	Experience of supporting management teams taking a comprehensive and collaborative approach on delivering strategic/operational responsibilities. Experience in creating menus and food provision particularly in education environments	Application Form and Interview

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Experience / Knowledge	Knowledge and experience of business administration and use of business processes to secure service delivery. Experience of people management within a multi-site catering operation. Significant demonstrable experience of preparing and cooking complex menus in a large multi-site catering operation	Experience of creating business development programmes.	
Skills and Abilities	Good communication skills, both written and oral and a high level of inter-personal skills. Good level of numeracy skills Comprehensive IT skills to include use of Microsoft Office and the ability to maintain electronic records, with attention to detail. Attention to detail.	Good negotiation skills and an ability to secure mutual benefits for multiple partners. Experience in finding creative and innovative solutions to complex problems and to work with others to implement them.	Application Form and Interview
Personal Attributes	Positive 'can-do' attitude and a willingness to learn. Confident and approachable, able to build a positive rapport with people at all levels. Able to work on own initiative and as part of a team. Flexible, adaptable and resilient, especially in time-bound emergency/crisis situations.	Willingness to develop in a professional context. Creative and action focused.	Interview

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Personal Attributes (Cont'd)	Excellent time management skills and demonstrable ability for working under pressure and delivering timely, high-quality information/advice and achieve goals. Proven track record of ability to provide challenging feedback sensitively and constructively to improve performance outcomes. A commitment to the Council's Equalities in particular an aptitude to work effectively with colleagues from a range of backgrounds and source opportunities for vulnerable groups.		
Special Circumstances	Understanding of safeguarding policy. Understanding of Attendance & Wellbeing Policy. Use of personal vehicle		Application Form and Interview

This form is available in Welsh / Mae'r ffurflen hon ar gael yn Gymraeg