





CARDIFF
CAERDYDD

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Operations Support Officer	**Directorate**: Education Directorate
Section: Education Catering	**Reporting to**: Education Catering Operations and Relationship Manager
Grade: 6	**Hours per Week:** 37
Post Number: 77748	**Number of Employees Reporting to Post**: 1
Special Conditions: Access to vehicle for purpose of work	**Location of Post**: County Hall/Hybrid

Job Purpose:

Responsible for all daily administrative actions relating to the Education Catering service, ensuring that all business, operational and financial processes and systems are delivered efficiently and effectively and complements a flexible and agile, high quality, continually improving school catering service.

Duties and Responsibilities

Job Specific Requirements

1. To undertake full line management responsibilities for business support administration teams to ensure efficient and effective operational support functions for Education Catering.

2. To effectively manage business, operational and financial processes and systems to support the efficient delivery of the Education Catering service.

3. To work with the colleagues within Education Catering that have responsibility for financial aspects to produce financial and management information to Area Account Managers to support the effective management of the service.

4. To manage and provide oversight to the administration of multiple external funding and reimbursement streams for Education Catering.

5. To effectively control the handling of sensitive and confidential data and information across the Education Catering service.

6. In collaboration with Education Catering colleagues, support a robust set of governance requirements in line with strategic direction and statutory responsibilities.

7. To provide and deploy administrative support to other colleagues across Education Catering as required.

8. As a member of the Education Catering Team contribute to the implementation of departmental strategic plans, policies and performance management that align with the Directorate's Delivery Plan.

9. To assist the team of Education Catering managers to ensure high standards of performance and service delivery.

10. To consider, jointly with managers and other relevant employees in the department, the training, development and learning implications arising out of new policies and procedures.

11. To work with colleagues within Education Catering to identify the training and development needs for staff within the business support element of the service.

12. Support colleagues in the development, implementation and maintenance of a management information framework for Education Catering.

Corporate Requirements

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

14. 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.

15. 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.

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

17. 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.

18. 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: Operations Support Officer
Post Number: 77748

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 – ***2*** • Getting Things Done – ***3*** • Taking Personal Responsibility – ***2*** • Seeking to understand others and treating them with respect – ***2***		Application Form and Interview
Education and Training	Educated to a good level	Qualifications in business management	Application Form and Certification where required
Experience / Knowledge	Experience of operating in a commercial catering/general commercial environment. Good knowledge and understanding of the work of the education directorate/LA context.	Evidence of CPD Experience of developing and delivering professional presentations	Application Form and Interview
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.	Experience in organising and delivering external events with partners and stakeholders. Experience in finding creative and innovative solutions to complex problems and to work with others to implement them.	Application Form and Interview

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Skills and Abilities (Cont'd)	Experience of people management.	Knowledge and experience of business administration and use of business processes to secure service delivery.	
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. Excellent time management skills and demonstrable ability for working under pressure and delivering timely, high-quality information/advice and achieve goals. Able to work on own initiative and as part of a team. Flexible, adaptable and resilient, especially in time-bound emergency/crisis situations. 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.	Willingness to learn and develop in a professional context.	Interview
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