

## Catering Family

A job family is a method of defining jobs. The emphasis is on focusing on a group of similar roles rather than individual jobs. A job family considers how many levels of that type of work there are and describes the key factors that differentiate one level from the next. It can be used to provide a clear structure for defining how individuals may progress and develop, as well as providing a tool to allow managers to put the right people in the right job.

This document describes the Catering Job Family within Derbyshire County Council. Each level in this job family is differentiated by changes in accountabilities, technical knowledge and skills expected at each level. It can be used to identify and understand the work expected at each level and where individual roles fit against each level.

Each level describes expectations, if required, relating to: people management, equality and diversity, health and safety and risk management.

### **The family's key characteristics are:**

- Preparing and serving food and/or drinks for immediate consumption
- Delivering prepared food under food hygiene regulations
- Working directly in a variety of site based catering situations
- Using industrial and specialist catering and licenced bar equipment and tools, which require applying skills
- Designing fit for purpose service
- Deploying a specialist or operational understanding of catering services

The levels of work are primarily dictated by the scale, breadth and complexity of the services being delivered or managed.

At the senior levels, the emphasis is on managing staff and budgets to ensure maximum operational efficiency. At the intermediate and lower levels, the primary responsibilities are overseeing and carrying out operational and clerical duties, food preparation, ensuring food hygiene and Health and Safety regulations and nutrition standards are adhered to.

**Members of the family include:**

- Managers responsible for overseeing the day-to-day operation of a catering service or licenced bar and function rooms, managing staff and budgets.
- Supervisors or Team Leads, often also directly providing catering as well as responsible for allocating duties to a team.
- Cooks, to prepare, cook and serve food within a service area.
- Staff to run licenced bar for civic and private functions at County Hall

**Job Family: Catering**

**Code: CAT13**

**Grade: 13**

**Level Purpose:**

To plan, organise and manage the delivery of Catering Services across the Authority for a particular designated service area.

**Overall:**

Jobs at this level are responsible for leading operations within the Catering Service. The job holders will require professional knowledge of theoretical concepts and principles in catering for effective service delivery.

Jobs at this level will be responsible for delivering an efficient Catering Service within agreed budgets and assisting in the management, control and development of the Catering Business.

Jobs at this level

**People Management**

Lead, organise, develop and motivate employees within assigned function/service area specifically undertaking: management of performance, discipline and grievance, training and development requirements, absence management, recruitment and selection.

**Equality and Diversity**

Promote and role model a culture that supports the authority's Equality and Diversity policy to generate a positive environment.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

**Risk Management**

Manage risk in relation to service delivery and contribute to the corporate risk management framework.

**Representative Accountabilities and Responsibilities:**

- Contribute to the leadership and management of the service.
- Manage and motivate a team of staff maintaining a highly competent, creative and participative culture through visibly effective leadership.
- Direct budget management and authorisation of expenditure for the service.
- Provide specialist advice and guidance in relation to legislation and quality improvement with a county wide remit to develop and implement policies.
- Set targets and monitor performance to: ensure training needs are identified and addressed, high quality standards are maintained, legislation/regulations and procedures are adhered to and that work is delivered on schedule to enable the business to be effective.
- Long term planning and to develop and implement new initiatives and operational systems.
- Prepare tender, service level agreements and contracts.
- Manage communications, marketing and promotions.
- Identification of opportunities and increase turnover and margins on the trading accounts.

**Job Family: Catering**

**Code: CAT13**

**Grade: 13**

**Typical Knowledge, Skills and Experience:**

- Relevant degree or equivalent professional qualification in Catering / Hospitality and extensive experience working at a senior management level.
- Experience of managing a large complex catering service.
- Budget management at service level.
- Ability to manage, and develop a large team or a number of smaller teams, ensuring that all team members are valued and understand their contribution to the Service.
- Experience of maintaining and improving quality standards.
- Ability to set and achieve demanding performance targets.
- Proven business acumen and ability to increase customer base / turnover.
- Ability to build effective relationships with colleagues and a range of external partners.

**Job Family: Catering**

**Code: CAT10**

**Grade: 10**

**Level Purpose:**

To organise, manage and support the provision of catering in a designated service area of the Authority.

**Overall:**

Jobs at this level are primarily operational management roles. They involve all aspects of managing people and financial resources.

Job holders are responsible for identifying and supporting opportunities for business improvement. They must have relevant trade and management qualifications, with significant experience of managing multi-site kitchens.

**People Management**

Supervise, organise, advise and motivate a team, specifically undertaking: management of performance, discipline and grievance, training and development support, absence management.

**Equality and Diversity**

Actively support the authority's Equality and Diversity policy.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

**Risk Management**

Identify opportunities and risks associated with the service and escalate/report to management.

**Job Family: Catering**

**Code: CAT10**

**Grade: 10**

**Representative Accountabilities and Responsibilities:**

- Management of staff including absence monitoring, appraisal, training, recruitment & selection.
- Oversee the work and provide ongoing support to all Caterers and Unit staff to ensure maximum cover and operational efficiency.
- Manage the budgets of the catering units to ensure that all financial objectives are met, potential income is maximised, including the provision of management information required by the County Catering Service.
- Act as point of contact in dealing with complaints and use this and other relevant information to review and report on the quality of the service.
- Manage the provision of equipment, refurbishments and new builds (design and project management).
- Ensure all Food Hygiene and Health and Safety regulations are adhered to.

**Job Family: Catering**

**Code: CAT10**

**Grade: 10**

**Typical Knowledge, Skills and Experience:**

- Significant relevant and practical experience of managing multi-site kitchens; or
- Trade and management qualification (HNC, BTEC, Level 4 qualification or equivalent) and experience of multi-site kitchens
- Proven ability to supervise and allocate work to others, monitor their performance, if necessary take corrective action
- Understanding of policies and procedures affecting operational roles at all levels, staff management, quality assurance monitoring, purchasing, hygiene, auditing and health and safety
- Experience in line management of staff and customer care management
- Communication and relationship building skills
- In depth knowledge of the use of catering equipment



**Job Family: Catering**

**Code: CAT09**

**Grade: 9**

**Level Purpose:**

To ensure mandatory and other essential training for catering staff.

**Overall:**

Jobs at this level involve working with staff across the function. There is a focus on developing training strategies for mandatory and essential issues. They also involve maintaining devolved budgets, reporting on performance and costs.

Considerable expertise and previous experience or relevant vocational qualifications are required. Job holders must be able to engage and communicate effectively with a range of audiences.

**People Management**

Instruct and guide colleagues in the provision of training and quality assurance.

**Equality and Diversity**

Act in accordance with the authority's Equality and Diversity policy.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

**Risk Management**

Contribute to risk awareness in carrying out your duties and raise issues where appropriate.

**Job Family: Catering**

**Code: CAT09**

**Grade: 9**

**Representative Accountabilities and Responsibilities:**

- Responsible for staff development and training.
- Design and delivery of training initiatives.
- Line management of QA staff.
- Work collaboratively with groups, outside agencies and partnerships.
- Procurement of training provision from external providers.
- Ensure that the catering service complies with government guidelines and legislation relating to nutrition and food.
- Maintain devolved budgets, and report on performance and costs.
- Development of information, including the Catering Website.

**Job Family: Catering**

**Code: CAT09**

**Grade: 9**

**Typical Knowledge, Skills and Experience:**

- Considerable expertise and previous experience in staff development and quality assurance.
- Experience of 1:1 and group training delivery.
- HCITB trainer skills.
- Ability to engage and communicate effectively with a wide range of staff.
- Knowledge of established policies and procedures, along with government guidelines and legislation.
- Advanced Food Hygiene and Health & Safety Certificates.
- Supervisory experience and ability to delegate and motivate.
- Excellent communication skills, both written and oral.

**Job Family: Catering**

**Code: CAT08**

**Grade: 8**

**Level Purpose:**

To lead the marketing of the service and initiative to customers and partnerships

**Overall:**

Jobs at this level involve working in partnership with stakeholders. There is a focus on developing and promoting strategies and plans for catering initiatives. They also involve maintaining devolved budgets, reporting on performance and costs.

Considerable expertise and previous experience or relevant vocational qualifications are required. Job holders must be able to engage and communicate effectively with a range of audiences.

**People Management**

Instruct and guide colleagues in the distribution and conduct of work in the team.

**Equality and Diversity**

Act in accordance with the authority's Equality and Diversity policy.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

**Risk Management**

Contribute to risk awareness in carrying out your duties and raise issues where appropriate.

**Job Family: Catering**

**Code: CAT08**

**Grade: 8**

**Representative Accountabilities and Responsibilities:**

- Contribute to the development and promotion of the service to customers and raising awareness of initiatives.
- Produce and develop strategies and plans for the service which dovetail into the county catering and the department's annual plan and prepare progress reports.
- May produce and implement training plans for catering staff and food handlers including training delivery.
- Ensure that the catering service complies with government guidelines and legislation relating to nutrition and food.
- Maintain devolved budgets, and report on performance and costs.
- Work collaboratively with groups, outside agencies and partnerships.
- Work within national strategies.
- Where required, supervisory responsibility for a team of staff including allocation of work.

**Job Family: Catering**

**Code: CAT08**

**Grade: 8**

**Typical Knowledge, Skills and Experience:**

- Considerable expertise and previous experience in the required field; or
- Qualified to level 3 and relevant experience in the required field.
- Ability to engage and communicate effectively with a range of audiences, including parents and senior management.
- Knowledge of established policies and procedures, along with government guidelines and legislation.
- Knowledge of Food Hygiene and Health & Safety regulations and Nutrition.
- Supervisory experience and ability.

**Job Family: Catering**

**Code: CAT07**

**Grade: 7**

**Level Purpose:**

To manage onsite kitchens and ensure the provision of catering services at the required standard.

**Overall:**

Job holders at this level are either responsible for managing a large scale catering operation or for ensuring the quality standards of their provision, through Quality Assurance monitoring and Training either on an individual or group basis. This involves people management and administrative responsibilities. Requirements include a Level 3 qualification, with significant experience of managing a large-scale catering operation.

**People Management**

Allocate routine or basic work to team colleagues and co-ordinate the work tasks, under instruction.

**Equality and Diversity**

Act in accordance with the authority's Equality and Diversity policy.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

**Risk Management**

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.

**Job Family: Catering**

**Code: CAT07**

**Grade: 7**

**Representative Accountabilities and Responsibilities:**

- Supervise team and allocate work on a day to day basis.
- Carry out clerical duties relating to food and labour, including preparation of menus within the guidelines issued.
- Oversee the cash income and banking process and manage the cashless system.
- Prepare and cook food and give any other practical help needed in any part of the kitchen should the need arise.
- Check quality of catering service and advise accordingly.
- Provide necessary instruction and guidance to ensure quality standards are maintained.
- Ensure food hygiene and H&S regulations are adhered to specifically in relation to cleanliness and security.
- Liaise with and provide advice to the Head teacher and financial manager of the school on costs, uptake and equipment.



**Job Family: Catering**

**Code: CAT07**

**Grade: 7**

**Typical Knowledge, Skills and Experience:**

- Relevant Level 3 qualification.
- Intermediate Food Hygiene qualification and experience in safe working practices.
- Experience of managing a large scale high quality catering operation, and ability to work in any type of catering unit.
- Experience of quality assurance in catering provision.
- Ability to communicate and liaise with customers.
- Ability to take corrective action to ensure quality of food production.
- Experience of preparing and implementing rotas.
- Organisational ability and experience of performing clerical duties related to the area.
- Some experience, supervisory and training/instruction of staff.

**Job Family: Catering**

**Code: CAT06**

**Grade: 6**

**Level Purpose:**

To provide a catering provision or bar function by managing services. Understanding, influencing and communication are important to achieve objectives.

**Overall:**

Jobs at this level are responsible for managing a team. This involves people management and administration duties. Job holders liaise with staff, managers, clients and outside suppliers. They must have a Catering Management Qualification or BIIAB National Certificate for Personal Licence Holders, with experience of supervision.

**People Management**

Allocate routine activities to team colleagues and co-ordinate the work tasks, under instruction.

**Equality and Diversity**

Act in accordance with the authority's Equality and Diversity policy.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

**Risk Management**

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.

**Job Family: Catering**

**Code: CAT06**

**Grade: 6**

**Representative Accountabilities and Responsibilities:**

- Day to day allocation of tasks to team members.
- Manage the administrative duties required for the smooth running of the provision. This includes ordering, stock control taking bookings and maintaining accounts.
- Process and administer the income from both the service and the cashless system.
- Produce menus, both "regular" and those involving special dietary requirements on a timely basis, ensuring schedules and timelines are met.
- Promote and manage functions at County Hall including attendance at internal and external promotional venues and placement of marketing material in appropriate publications
- Liaise with clients on specific function requirements and maintain client records
- Liaise with staff and management on a regular basis to ensure effective customer service.
- Communicate with service users/external contacts to provide an effective courteous service and information to colleagues and customers.
- Maintain financial/stock records and review data to contribute to resource planning and follow established ordering procedures to ensure sufficient resources to meet service requirements.

**Job Family: Catering**

**Code: CAT06**

**Grade: 6**

**Typical Knowledge, Skills and Experience:**

- Catering Management Qualification or Licenced Premises Qualification (NIIAB)
- Relevant experience in a commercial or similar size unit.
- Knowledge of Food Hygiene and Health & Safety procedures.
- Knowledge of legislation related to licenced premises
- Ability to supervise staff.
- Ability to use equipment, and to carry out necessary checks.
- Organisational ability and experience of performing clerical duties.
- Interpersonal skills to liaise with clients, staff, management and outside suppliers.

**Job Family: Catering**

**Code: CAT05**

**Grade: 5**

**Level Purpose:**

To be responsible for the provision of the service, planning, and co-ordinating activities and ensuring friendly, efficient customer service, presenting a positive image of the Council. Courtesy and effectiveness in dealing with others is required.

**Overall:**

Job holders at this level provide assistance to the operational manager, manages the day-to-day running of a Catering or bar Service. Jobs at this level must have the ability to supervise a team.

To ensure the provision of quality service, job holders operating in a Catering unit must hold a C&G and Intermediate Food Hygiene qualification.

**People Management**

Co-ordinate the work of a team.

**Equality and Diversity**

Act in accordance with the authority's Equality and Diversity policy.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

**Risk Management**

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.

**Representative Accountabilities and Responsibilities:**

- Provide assistance to the operational manager in maintaining the service in line with DCC policies and procedures for the catering service/licenced premises
- Demonstration of duties to new staff within the catering service/licenced premises
- Assist in the promotion and management of functions at County Hall providing cover for the manager as required
- Supervise the work of casual bar staff and ensure a high standard of customer care is maintained at all times
- Work with Manager or Head Teacher to recruit, interview, select and undertake induction of staff
- Manage and oversee the day-to-day running of the catering service, including administrative duties with costing statements and cash handling, QA's and time sheets
- Prepare and cook food for pre-planned menus, ensure individual requirements or preferences are met and that health and safety procedures are followed
- Responsibility for some menu planning in conjunction with catering management
- Providing absence control, conducting absence reviews and managing sickness to ensure full complement of staff
- Support the cluster catering units by providing advice over the telephone and visiting the unit in person
- Receive and respond to enquiries from and to customers, providing an effective and courteous service
- Manage the base catering unit to ensure provision of quality service

**Job Family: Catering**

**Code: CAT05**

**Grade: 5**

**Typical Knowledge, Skills and Experience:**

- C&G and Intermediate Food Hygiene.
- Knowledge and compliance with legislation relating to the sale of alcohol
- Experience working in a commercial service.
- Ability to supervise and manage a team.
- Detailed knowledge of Health & Safety safe working practices and regulations.
- Ability to menu plan, prepare and cook a range of meals to suit the needs of the service users.
- Knowledge of the use of appropriate equipment and machinery.
- Ability to communicate clearly with a customer focus.

**Job Family: Catering**

**Code: CAT04**

**Grade: 4**

**Level Purpose:**

To deliver a friendly and efficient catering service/bar function and present a positive image of the Council.

**Overall:**

Job holders at this level are responsible for providing a catering service/bar function. They will usually supervise a small team responsible for ordering supplies; planning, cooking and serving food for service users. Job holders will typically be experienced, qualified to Level 2 and/ or with Basic and Intermediate Food Hygiene in Catering and Hospitality, or a willingness to acquire these qualifications.

**People Management**

Co-ordinate the work of a small team.

**Equality and Diversity**

Act in accordance with the authority's Equality and Diversity policy.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

**Risk Management**

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.



**Job Family: Catering**

**Code: CAT04**

**Grade: 4**

**Representative Accountabilities and Responsibilities:**

- Stock check and order supplies to ensure ingredients necessary for set menus are available.
- Under supervision, plan and create menus to comply with nutritional guidelines and ensuring they are within budget.
- Prepare, cook and serve food for set menus, ensuring schedules are met and service is efficient and friendly.
- Ensure the catering environment is clean and meets with hygiene regulation.
- May supervise a small team including allocating duties.
- Completion of clerical duties/ admin processes e.g. checklists and hours allocation.
- May receive, keep secure, and hand over cash, issue receipt as necessary.
- Restocking shelves and bottle coolers with products and assisting manager with stock control.
- Serving customers, taking cash and operating cash registers

**Job Family: Catering**

**Code: CAT04**

**Grade: 4**

**Typical Knowledge, Skills and Experience:**

- Basic and Intermediate Food Hygiene and qualified to Level 2 in catering and hospitality, or a willingness to acquire these qualifications when in post.
- Experience of working in a kitchen environment in a commercial service.
- Ability to prepare and cook a range of meals to meet the needs of service users.
- Good cleaning skills.
- Interpersonal skills to be able to communicate with customers, staff, managers and service users.
- Knowledge of safe working practices and regulations.
- Ability to supervise staff.
- Ability to exchange information with a customer focus
- Ability to comply with all legislation relating to the sale of alcohol

**Job Family: Catering**

**Code: CAT01/02**

**Grade: 1/2**

**Level Purpose:**

To keep a kitchen clean and hygienic, assisting with food preparation.

**Overall:**

Job holders work as part of a team responsible for helping to prepare and serve food for service users, ensuring the kitchen and materials are hygienic and available. Jobs require a basic awareness of relevant Health and Safety regulations, with knowledge of using equipment and preparing food.

**Equality and Diversity**

Act in accordance with the authority's Equality and Diversity policy.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures.

**Risk Management**

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.

**Job Family: Catering**

**Code: CAT01/02**

**Grade: 1/2**

**Representative Accountabilities and Responsibilities:**

- Assist with the checking of deliveries, storage of stock and stock rotation.
- Prepare food for set menus.
- Clean the kitchen and storage areas to meet with guidelines, and complete cleaning schedules and temperature charts.
- Wash equipment and utensils used during food preparation and cooking process.
- Assist with the serving of food to service users.
- Assist with the setting up of the dining area and serving counter.

**Job Family: Catering**

**Code: CAT01/02**

**Grade: 1/2**

**Typical Knowledge, Skills and Experience:**

- Awareness of the health and safety regulations applicable to the kitchen environment.
- Knowledge of the use of kitchen equipment and utensils.
- Ability to clean kitchens using appropriate materials.
- Good practical knowledge of how to prepare food and serve to service users.
- Literacy and numeracy skills.