

Team Leader - Catering Services

Department:	Children, Young People, Education and Skills
Section:	Transformation, Commissioning & Partnerships
Reports to:	Catering Services Manager
JE Ref:	CYP1247
Grade: CS9	JE Date: 01/04/2025

Job purpose

To lead and be part of the team which ensures the efficient running of the daily operational and logistical activities of the primary school meals provision across allocated schools.

This role exists to ensure smooth coordination, effective team management, and consistent service across assigned schools, whilst ensuring the delivery of nutritious meals in line with standards and guidelines.

Job specific outcomes

People management

Coordinate and monitor the daily meal service operations across 4–5 allocated primary schools to ensure the delivery of high-quality, compliant, and nutritious meals that meet service standards.

Lead and support catering staff within the assigned schools to foster a motivated, well-trained team and maintain efficient operations.

Plan and co-ordinate the work of their areas of responsibility motivate team members in order to ensure the service is delivered efficiently and within budget.

Support the recruitment, training and retention of staff ensuring they are suitably qualified and competent to complete catering duties in a school environment. Undertake management actions such as: maintaining, sickness, annual leave, conducting return to work interviews and referring staff to the Occupational Health Service where necessary, training, performance management including carrying out the connect performance process and HR processes

Leadership

Monitor staffing levels and performance in allocated areas rectifying problems and liaising with the Catering Services Manager to report on issues to be addressed and implement improvements, ensuring alignment with organisational goals and the consistent delivery of service excellence.

Governance and Compliance

Manage stock levels and equipment maintenance for all schools under your responsibility to avoid disruptions in service and maintain compliance with health and safety standards.

Conduct regular weekly site visits and quality checks at each assigned school to uphold service consistency and identify areas for improvement.

Responsible for ensuring all catering procedures and schedules are completed correctly and to a suitable standard within their area of working.

Carry out all work in line with safeguarding guidance (including Keeping Children Safe in Education) and the schools safeguarding policies.

Take responsibility of orders for supplies, oversee deliveries, and report any shortages or discrepancies to ensure all schools have the necessary stock to provide uninterrupted meal services.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

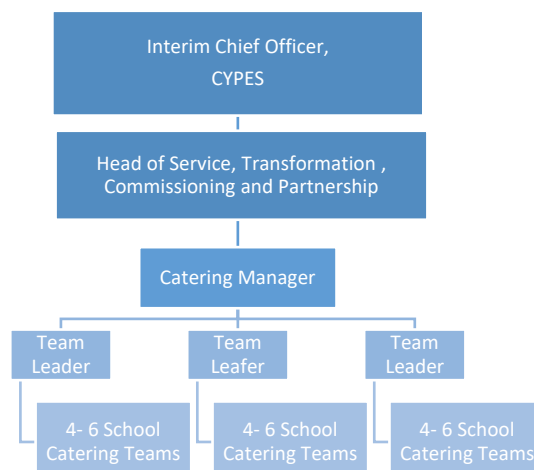
Ensure compliance with Jersey Food and Public Health regulations by overseeing food handling, storage, and preparation practices across all assigned schools.

Ensure the HACCP (Hazard Analysis and Critical Control Points) folder is fully implemented, regularly updated, and adhered to by all catering staff to maintain food safety and hygiene standard.

Organisational structure



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i>	Level 4 Food Hygiene and Safety or equivalent experience .	
Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i>	Knowledge and ability to interpret health and education policies, with the ability to ensure that relevant policies and procedures are fully implemented.	Understanding of child nutrition, large-scale catering would be preferable.
Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i>	Strong analytical skills and the ability to work accurately whilst under pressure to understand problems or situations and to select the appropriate approach to resolve the problem and reflect on the result. Strong IT skills to operate meal ordering platforms and software effectively. Must have an eye for detail, the ability to process work with accuracy and prioritise tasks. Drivers License is required.	
General Skills/Attributes This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to	Excellent communications skills, being able to lead a team. Able to deal with many high priority issues at the	

delegate, motivation or commitment etc.	<p>same time, maintaining a calm and professional approach whilst quickly developing a strong rapport with others.</p> <p>High level of customer service including the ability to demonstrate a level of assertiveness to achieve a positive outcome.</p> <p>Must have the initiative to make decisions where no precedent or guidance is available, minimise any negative impact on the reputation of the organisation.</p>	
<p>Experience</p> <p><i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience in providing a service in a catering environment</p>	
<p>Safeguarding</p>	<p>Successful applicants will be required to undergo an enhanced DBS (Disclosure and Barring Service) check as part of the onboarding process</p>	

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.