



Role Profile

Hospitality Area Co-ordinator

Reference No:	A4163		
Service:	Facilities Management		
Job Family:	Hospitality/Catering	Grade:	FC7

Purpose

To assist the Team Manager in ensuring that a quality and cost-effective Catering and Cleaning service within a designated area is provided.

To ensure that the service provided meets the required standards.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Undertake monitoring and inspection of units to ensure compliance with service standards, operating procedures and Health & Safety legislation
 To monitor and investigate problems in relation to labour costs, food costs, cleaning materials costs
 Monitor budgets, highlighting variances in expenditure
 Action new policies and procedures ensuring compliance with any legislative matters

Undertake when necessary, induction training for new staff. Identify the development needs of employees and assist with the training of staff accordingly.
 Assist in Personnel matters including disciplinary and grievance procedures at the appropriate level

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

E	D
✓	
✓	
✓	
✓	
✓	
✓	
✓	

Significant post qualification experience at supervisory level
 Experience in both Catering & Cleaning
 Experience in staff environment
 Familiarity with IT Packages
 Working knowledge of Food Hygiene regulations, Health and Hygiene and Health and Safety legislation

Ability to travel at short notice to other Fife Council establishments
 Customer Care Awareness

Role Profile

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Assist in the evaluation of new products, equipment, methods of work etc. Assist in menu compilation, where appropriate Assist in the organisation of new unit openings and the closure of redundant units Assist with the promotional and marketing initiatives and identify new business opportunities			
Undertake administrative procedures Collect income from units, when required and carry out appropriate banking and depositing procedures Undertake periodic checks on floats and cash held within units	Numeracy Skills Literacy Skills Budgetary Awareness Flexible Approach Organisational Skills	✓ ✓ ✓ ✓ ✓	
Liaise with Rectors/Head Teachers and Clients and respond to any enquiries, comments and complaints from customers. Report Complaints to Team Manager / Complaints Officer Maintain effective communication, correspondence and working relationships with all staff and customers Respond to any emergencies that may occur and take on duties within the units as required by Line Manager	Excellent communication skills for both internal and external contacts. Flexible approach to working hours Good organisational skills Highly motivated and able to work on own initiative	✓ ✓ ✓ ✓	
Assist with the effective control and provision of labour Assist with the recruitment of staff in accordance with policy and procedures Identify the development needs of employees and deliver training to staff accordingly, including induction and skills training. Where no supervisor is on site i.e. Lone Workers, The Hospitality Area Co-ordinator will assume those responsibilities	Ability to provide a regular and effective service Marketing & Promotional Skills Familiarity with Educational Food legislation Awareness of Health & Promotion Initiatives in Commercial sector Interview Skills	✓	✓ ✓ ✓ ✓
Ensure all units adhere to the approved quality control procedures and operate to approved Service Level Agreement Identify areas of concern, e.g. Falling numbers, poor quality of food, customer dissatisfaction, falling cleaning standards and take remedial action in conjunction with Line Manager	Management qualification Current, valid driving license Food Production qualifications BICs Certificate Customer Care Awareness	✓ ✓ ✓ ✓	✓ ✓

E = Essential Criteria D = Desirable Criteria

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Deliver to units small items of equipment / dinner tickets / stationery etc. when necessary	Manual Handling Multi outlet and commercial experience in both Catering and Cleaning	✓	✓
Act as Supervisor / Cook in Charge in the absence of regular staff, in exceptional circumstances Assist in the organisation and implementation of Bar and Function requirements	OND in Hotel Catering and Institutional Operations Personal License holder Diploma in food Hygiene		✓ ✓ ✓
Extract computer held records on employees for Attendance Management purposes Investigate conduct issues and present findings to Team Manager including all report writing and production of statements required in conjunction with advice from Human Resources Service Chair Disciplinary Meetings to Verbal Warning level	Significant post qualification experience at supervisory level Experience in both Catering & Cleaning Experience in staff environment Presentation Skills	✓ ✓ ✓	 ✓
System Management - Daily Management of the corporate Cashless Catering and Primary Pre-order systems.	Have good IT Skills and be proficient in the use of Microsoft Office Packages.	✓	
Nutritional Compliance - Use of software packages to analyse menus and compliance with School Food Regulations	Ability to interpret and analyse detailed information and able to present the information in the most suitable format for the intended audience.	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Hospitality Co-ordinator (School Meal Development)			
Liase with Government bodies and business partners including collaboration with young people, UK local authorities, public enquiries	Excellent communication verbally and in writing, Organised and methodical, show leadership, flexible approach to work	✓	

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Menu development and Nutritional analysis in relation to Scottish School Meals	Significant knowledge and understanding of food and drink regulations and Health and Safety regulations and legislation relation to service of school meals. Budgetary Awareness	✓	
Improve uptake of School Meals through promotion, driving forward new Government or Council initiatives, surveys, recipes and methods, data collection from management systems, Knowledge and skills to provide general nutritional advice and guidance to the service	Use of Microsoft Office packages and Catering management software, evening work if required, Level 3 Award in Nutrition.	✓	
Hospitality Co-ordinator (Social Care)			
Responsible for the management and operational delivery of the Meals on Wheels Service, on behalf of Health & Social Care.	Awareness of COSHH and CPOC Trainer and Infection control	✓	
Responsible for the management and operational delivery of the Catering & Cleaning functions in Care Homes on behalf of Health & Social Care.	Knowledge of Food, Fluid and Nutrition Standards and Policy for Older people in Residential and Day Services	✓	
Responsible for the management and operational delivery of the Catering & Cleaning functions across Older Peoples Housing Units on behalf of Housing Services.	Flexible approach to work, evening, weekend working, Public Holidays when required. Use of Microsoft Packages and time and kitchen management software	✓	

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.

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