



Role Profile

Meals on Wheels Supervisor

Reference No:	A5257		
Service:	Facilities Management Services		
Job Family:	Hospitality/Catering	Grade:	FC5

Purpose

To coordinate the provision and delivery of an effective operation of a 7-day per week 363 day per year Meals on Wheels service within a designated geography.

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

- Day to day supervision of Driver/Handler staff, including required training, approving holiday requests, developing staff rotas (including shift and relief cover), managing sickness absence.
- Ensuring Driver/Handlers comply with prescribed standards of Customer Care and Health and Safety requirements, adhering to Council policy and procedures. Provide advice, guidance and when necessary, initial instruction; reporting and escalating any issues/risks to the line manager and Contact Centre for action.
- Ordering and receiving stock, ensuring strict chronological rotation of stock.

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

	E	D
Previous supervisory/management experience	✓	
Elementary Food Hygiene Certificate	✓	
Intermediate Food Hygiene Certificate		✓
City and Guilds 706 1 or 2 or equivalent	✓	
Communication skills	✓	
Computer skills	✓	
Literacy skills	✓	

E = Essential Criteria D = Desirable Criteria

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Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Selecting and regenerating meals in accordance with approved monthly menu cycle, conducting and/or arranging for others to conduct prescribed temperature checks. Regular stocktaking including end of month financial procedures.	Numeracy skills Team working skills	✓ ✓	
Selecting meals to meet daily requirements of individual delivery routes. Assisting with loading and unloading of vehicles/deliveries where required.	Organisational skills	✓	
Undertaking domestic duties to maintain hygiene standards and ensuring the premises and vehicles are in a clean and tidy condition.	Health & Safety, Compliance and Legislative experience within a hospitality environment	✓	
Responsible for the security of premises and ensuring that buildings, vehicles, and equipment are properly maintained/serviced, and all defects are reported.	Full driving licence	✓	
Delivering meals as specified on the daily route list (where required).	Ability to provide a regular and effective service	✓	
Monitoring and reporting on performance against pre-defined criteria (e.g. deliveries at designated temperature within time limits).			
Undertaking a range of clerical duties associated with the service e.g. stock records; temperature check reports; daily adjustment of delivery requirements; accurate returns of staff working hours, holidays, sickness etc; meal/payment voucher reconciliation, - inputting and updating information to the computer system and accessing computer reports.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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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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Mobile Meals on Wheels Supervisor

<p>You may be asked on a daily basis to move from one establishment to another to provide cover. When not providing cover you will remain in the establishment specified in your base. Some degree of flexibility in working arrangements may be required.</p>	<p>Ability to travel throughout Fife within a limited timescale</p>	<p>✓</p>	
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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.

<p>Additional Information – the following information is available:</p>	<p>Expected Behaviours</p>
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<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters 	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>
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Version: 1.4

Issue date: October 2023