

Milton Keynes Council – Role Profile

Role Title: **Catering Assistant L3**

Service Group: **Children & Families**

Accountable to: **Business Manager**

JE Ref: **JE0810**

Grade: **D**

Purpose of job

To manage and oversee the smooth running of the catering department in the preparation and serving food and beverages.

Key Objectives

1	Lead and supervise a team of Level 2 Catering Assistants, providing day-to-day direction, support including performance management
2	Carry out line management responsibilities, including staff training and development
3	Ensure full compliance with Health & Safety regulations, conduction regular checks and maintaining accurate records
4	Monitor and enforce food hygiene standards in line with current legislation and organisational policies
5	Maintain strong allergy awareness across the team, ensuring correct handling, labelling and communication of allergen information
6	Travel between campuses as and when required to carry out checks in line with Safer Food, Better Business guidance
7	Act as a point of escalation for allergen-related queries or incidents, ensuring safe and appropriate responses
8	Assist with any relevant administration paperwork where necessary
9	Refill and replace sauces, condiments and other consumables.
10	Liaise with the catering provider when there are issues
11	Assist with delivering other catering functions
12	Cover teams absences as required to assist with general kitchen duties, serve, wash up and general cleaning

Schools benefit from a flexible approach to working arrangements – because of this, the tasks and responsibilities listed here are not definitive. Head Teachers may require particular additional duties to be undertaken to suit the specific school's requirements and these may be incorporated in the role requirements as long as they are at a similar and appropriate level to the other listed duties.

Scope

- Operate within a Special Educational Needs (SEN) school environment, supporting pupils with diverse needs including physical, learning, sensory, and behavioral challenges
- Take responsibility for the day-to-day supervision of Level 2 Catering Assistants, ensuring safe, inclusive, and efficient service delivery
- Work in line with school policies, safeguarding requirements, and statutory regulations including food safety and allergen legislation (e.g. Food Safety Act 1990 and Natasha's Law)
- Act as a key link between the catering team and school leadership, ensuring communication around pupil dietary needs and operational issues
- Support continuity of service by adapting to fluctuating staffing levels and pupil requirements

Work Profile

Team Leadership & Line Management

- Supervise, support, and allocate tasks to Level 2 Catering Assistants during daily operations
- Assist cover arrangements, and managing short-notice absences
- Provide on-the-job training and guidance, particularly around SEN awareness and safe working practices
- Monitor team performance and address minor conduct or capability issues

Health & Safety Compliance

- Conduct and record daily/weekly Health & Safety checks (equipment, storage, cleanliness)
- Ensure compliance with Health and Safety Executive guidance and school policies
- Maintain a safe working environment, considering additional risks in an SEN setting (e.g. mobility aids, sensory sensitivities)

Food Safety & Allergen Management

- Ensure strict adherence to food hygiene standards (aligned with Food Standards Agency guidance)
- Maintain accurate allergen records and ensure correct labelling and communication of ingredients
- Work closely with school staff to meet individual dietary needs (e.g. allergies, texture-modified diets)
- Respond promptly and appropriately to allergen concerns or incidents

Service Delivery

- Support the preparation and serving of meals that meet nutritional standards and SEN-specific needs
- Ensure a calm, structured, and supportive dining environment for pupils
- Step into operational roles as needed to maintain service during staff shortages

Safeguarding & Pupil Interaction

- Follow safeguarding policies in line with Keeping Children Safe in Education
- Interact with pupils in a patient, respectful, and supportive manner
- Be aware of individual pupil needs and adapt communication and service style accordingly

Other information

Milton Keynes Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. All employees are expected to share this commitment, to follow the Council's safeguarding policies and procedures and to behave appropriately towards children and vulnerable adults at all times, both in work and in their personal lives.

All school based posts are defined as Regulated Activity and therefore this post is subject to an Enhanced with Barred List Criminal Records Bureau check.

Person Specification

Skills and Knowledge		Level	Assess by;
<u>A</u> ttainable	Successful applicants will be expected to obtain the denoted qualifications or experience within an agreed period of time	<u>A</u>	A Application I Interview T Testing R Reference
<u>D</u> esirable	Applications will be preferred from candidates with the denoted qualifications or experience	<u>D</u>	
<u>E</u> ssential	Applicants without the denoted qualifications or experience will not be considered for this role	<u>E</u>	
Qualifications	Food Hygiene Certificate		X
	Procedural knowledge of food preparation and serving		X

Skills / Experience	General catering experience including supervision		X		
Competencies		Level		Assess by;	
<u>A</u> wareness	<i>Demonstrable aptitude and ability to develop in the particular work area</i>	A		A Application I Interview T Testing R Reference	
<u>S</u> ignificant	<i>Clear competence in the work element sufficient for all role requirements</i>	S			
<u>E</u> xtensive	<i>Sufficient expertise in the work element to lead and mentor others, and influence policy and practice</i>	E			
Planning and organising work	Working to set daily routines		X		
Planning capacity and resources	Ensuring staffing rotas prepared and managed		X		
Influencing and interpersonal skills	Informal information exchange with staff and pupils		X		
	Occasional interaction with suppliers		X		
Using initiative	Dealing with day to day issues and problems		X		
Working independently	Supervising food prep in the absence of more senior staff		X		
Managing people	Light supervision		X		
Managing resources	Ensuring food storage and handling procedures are adhered to		X		
	Ordering		X		
Managing risk	Awareness of health and safety, food safety and child protection (where necessary) policy and procedures		X		
Managing oneself	Awareness of opportunities for self development		X		