

**Job Description**

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| **Department** | **Place** |
| **Job Title** | Services for Schools Manager |
| **Grade** | L |
| **Primary Purpose of Job** | Responsible for leading the planning, delivery and management of the School Meals and Building Cleaning Services in accordance with Council, Directorate and Departmental aims and objectives and statutory requirements.  To also ensure that appropriate resources are identified and allocated to delivery of corporate priorities including change and transformation projects and the Councils savings and efficiencies programme. |
| **Reporting To** | Director of Place |
| **Direct Staffing Reports** | * Quality & Development Manager * Contracts and Performance Manager |

**Main Duties**

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| **1** | To support the Director in the delivery of the strategic plan for the Building Cleaning and School Meals Services having regard to corporate and departmental budgets, targets, priorities and associated timescales. |
| **2** | To lead service planning, operational delivery, and service development/transformation activities. |
| **3** | To advise on and plan service support and operational team programmes to ensure service continuity and sustainability in line with corporate priorities and as appropriate, for supporting school services and “Food in School” objectives. |
| **4** | To ensure that the service complies with all national legislation, policy, statutory compliance, relevant Health and Safety guidance and adheres to all established policies, procedures, industry guidance and best practice, promoting a robust health and safety culture within the Building Cleaning and School Meals Services. |
| **5** | To control, manage and monitor the effective delivery of the School Meals and Building Cleaning Services, ensuring that resources are allocated/deployed in accordance with agreed budgets so as to maximise their efficiency and effectiveness and ensure they remain competitive in the market. |
| **6** | To manage financial resources including traded income and expenditure (circa £10M). Advising and overseeing 20+ separate income streams to achieve a balanced budget for the traded services and identifying opportunities for improved budget utilisation. |
| **7** | To manage, monitor and report on income and expenditure budgets, identifying key areas of variance, potential financial pressures, and associated mitigation strategies and where necessary, populate the risk register to identify service and business continuity risks. To also be responsible for identifying and implementing activities that either increase profitability or reduce cost thus supporting the Council’s Sustainable Budget Strategy. |
| **8** | To ensure that services are delivered in accordance with agreed specifications and service standards through a regular programme of inspections. To also be responsible for developing, managing, and maintaining positive contractual relationships with customers through attendance at relevant forums and providing advice and guidance to Headteachers, School Business Managers, Governing bodies, parents and pupils on all catering and cleaning matters. |
| **9** | To be responsible for key contract negotiations and delivery of Service Level Agreements across the Building Cleaning and School Meals Service, to improve services, increase demand, retain and grow existing business levels whilst at all times protecting the Council’s integrity and against any financial risk and litigation. |
| **10** | To manage/consolidate existing customer relationships in order to protect existing income streams whilst proactively exploiting opportunities to upsell/expand existing service provision. To also identify and pursue new business/contract opportunities which generate profitable growth for the service and to lead on all bids/tenders ensuring that each opportunity is fully evaluated with respect to commercial and reputational risk. |
| **11** | To be responsible for leading the procurement of a range of supplier services (and for monitoring the performance of suppliers/contractors so as to ensure services are provided in accordance with the agreed specification and price and that issues of non-compliance are promptly addressed/rectified. |
| **12** | To support the effective design and implementation of Business Management Systems to support the Building Cleaning and School Meals Services. To also research and develop new/innovative approaches to service delivery which seek to optimise the use of Council resources whilst meeting the expectations of customers and stakeholders. |
| **13** | To engage with the Corporate/Directorate Leadership Team and Elected Members on the strategic development of the Building Cleaning and School Meals Services ensuring delivery of key priorities and tasks reflected in the Bolton Vision 2030 Delivery Plan, Corporate Plan, Place Directorate Plan and Service Plan. |
| **14** | To establish key service priorities, service standards, key business processes and operational plans which support efficient service delivery, effective management of performance and achievement of identified targets. |
| **15** | To support the development and delivery of a range of projects which are designed to improve performance, quality of service and/or increase the profitability of the School Meals and Building Cleaning Services. |
| **16** | To ensure appropriate systems of control are in place to effectively manage income and expenditure within the service, ensuring compliance with Financial Regulations and Standing Orders at all times. |
| **17** | To challenge existing service delivery practice, structures, processes, policies and to identify opportunities for service development and adoption of best practice working arrangements. In doing so, to undertake and support staff consultation processes, including timely engagement with relevant Trade Unions and Elected Members regarding savings, efficiency, and business transformation projects. |
| **18** | To represent the service at internal/external strategic partnership meetings and other Strategic Steering/Working Groups, including BCOM and other community and school groups when planning and delivering specific services. |
| **19** | To lead on the pricing policy for both services, drawing from knowledge of industry rates, and school budgets, to model optimum pricing schemes which will provide value for money for customers as well as ensuring the requisite income recovery levels. |
| **20** | To demonstrate and embed in working practices, a broad knowledge of food provision for minority groups in schools e.g. halal meals and special medical diets, which reflect cultural needs, celebrations, and procurement requirements. |
| **21** | To regularly communicate with staff and trade unions regarding service/business plan priorities, service changes, systems of work and terms and conditions of employment. The post holder will also play a lead role in negotiations and consultation exercises with staff and trade unions so as to ensure continuity of service and positive industrial relations between employees, their trade union representatives and the Council as the employer. |
| **22** | To ensure that the knowledge and skills required by the service and organisation are identified, captured, and disseminated to staff, key stakeholders, Elected Members, Trade Unions, customers, and partners. |
| **23** | To be responsible for the development, review and testing of the Service’s Business Continuity Plan. |
| **24** | To manage all staff within your span of control in line with the Council's people management policies, procedures and guidance, ensuring that resource levels are at the optimum for the efficient delivery and performance of the Building Cleaning and School Meals Services. |

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| **Date Job Description updated:** | | **March 2024** |
| **Job Description prepared by:** | | **Director of Place** |



**Person Specification**

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| **Department** | | | **Place** | | | |
| **Job Title** | | | **Services FOR schools manager** | | | |
| **Stage One** | | | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see [Carers-Charter-FINAL.pdf (gmhsc.org.uk)](https://www.gmhsc.org.uk/wp-content/uploads/2018/04/Carers-Charter-FINAL.pdf) are guaranteed an interview if they meet the essential criteria for the role | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | | |
| 1. | Advanced knowledge of the Commercial Food Industry and Cleaning Industry in relation to large-scale (and multiple site) contracting in the education sector and business/commercial sector. | | | | | Application Form/Interview/ Presentation |
| 2. | Thorough knowledge of all food safety, nutrition, employment, Safeguarding, Cleaning Science and Health & Safety regulations. | | | | | Application Form |
| 3. | Sound knowledge and experience of performance management systems to deliver on service improvement/transformation projects and to meet savings targets. | | | | | Application Form/Interview |
| 4. | Extensive experience of managing large-scale operations management of a large commercial workforce. | | | | | Application Form/Interview |
| 5. | Understanding and experience of managing traded service accounts and associated operational budgets | | | | | Application Form/Interview |
| 6. | Extensive experience of engaging with stakeholders to promote service development and excellence. | | | | | Interview |
| 7. | Experience of contract design and management and the tender and bidding processes associated with service procurement. Sound knowledge of the competitive environment in which traded services operate. | | | | | Application form/Interview |
| 8. | Knowledge and understanding of relevant Council, corporate and political strategies and priorities. | | | | | Interview |
| 9. | **Competencies** – Please note the council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section | | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | | Evidence of success at operational management level and knowledge of the catering and cleaning industry. | | | Interview | |
| 2. | | Degree Level – Hospitality, Business Management | | | Application Form/Certificates | |
| 3. | | Evidence of continuing professional/managerial training and development – ongoing management professional development. | | | Application Form | |
| 4. | | Minimum 5 years’ experience of managing a large workforce and of workforce planning | | | Application Form | |
| **3. Work Related Circumstances** | | | | | | |
| 1. | | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services | | | Interview | |
| 2. | | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | | | Interview | |
| 3. | | This role requires the job holder to work outside of normal office hours, for example at evenings and weekends, to meet the needs of the service. | | | Interview | |
| 6. | | This post is subject to enhanced disclosure from the Disclosure & Barring Service with check of relevant barred list(s) | | | Interview | |
| 7. | | This post has been designated an essential car user post *(subject to annual review)*. You must hold a full, current and valid driving licence and a vehicle with a current valid MOT certificate. You will also need adequate vehicle insurance cover to comply with the council’s requirements, in line with the Travel Costs Reimbursement Policy. | | | Interview | |
| **STAGE TWO** | | | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | | |
| **Additional Requirements** | | | | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | | | | |
| 1. | Project management in a food or cleaning management setting. | | | | | Application form/Interview |
| 2. | Coaching, training, and mentoring experience. | | | | | Application form/Interview |
| 3. | Knowledge of the Education Act 1996, School Standards and Framework Act 1998 and the School Food Regulations 2014 relative to the provision of school food standards. | | | | | Application form/Interview |
| 4. | Knowledge and experience of providing catering services that reflect pupils medical, dietary and cultural needs e.g. halal meal provision. | | | | | Application form/Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | Leadership and Management qualification (degree level), Facilities Management or Vocational Management qualification (Level 5 and above) an advantage. | | | | | Application/Certificates |
| 2. | BICs, Nutrition certificates an advantage. | | | | | Certificates |

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**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





