



Person Specification

Note To Applicants

The points that are marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

The points that are marked 'D' are the desirable requirements that enhance a person's capacity to do the job.

Job Title	School Meals Business Manager
Grade	Grade 7
Directorate	People
Service	Education and Inclusion Services

Criteria

Experience		
• Relevant experience of working in a Catering Service (preferably in relation to school meals provision) at managerial or supervisory level	A/I	E
• Sound knowledge and understanding of the relevant statutory legislation applicable to health and safety and School Meals Standards	A/I/T	E
• Experience of writing and producing reports which inform effective decision making and promote good outcomes.	A/I/T	E
• Experience of contributing to the development of catering services in support of other school activities.	A/I	E
• Experience of procuring goods and services required to support effective service provision and deliver value for money, including compliance with procurement processes.	A/I	E
• Experience of managing staff, including processes around recruitment, sickness, capability and grievances.	A/I	E

• Experience of organising resources to meet service priorities.	A/I	E
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Skills and Abilities		
• Have excellent written and verbal communication skills.	A/I	E
• Have good organisation, planning and management skills to support the service to meet the standards set out in the Service Level Agreement with schools.	A/I	E
• Be able to work to tight deadlines and achieve results when responding to conflicting priorities.	A/I	E
• Be an effective communicator and will be able to influence key stakeholders to work together and deliver a high quality and cost effective service.	A/I	E
• Excellent IT skills with an understanding of the role of IT in the modernisation of the service.	A/I	E
• Ability to analyse financial data and performance reports to inform improvement of the service.	A/I	E
• Able to use networking as a means of learning and sharing experience.	A/I	D

Education, Qualifications and Knowledge		
• Have an appropriate professional catering qualification.	A/C	E
• Qualifications and/or detailed knowledge of health and safety regulations, food safety regulations, school food standards, COSHH and food hygiene regulations.	A/C	E
• Detailed understanding of the underlying concepts and principles of the specialist area.	A	E
• Have working knowledge of Disciplinary, Capability and Grievance procedures in line with the Council's statutory duties (D) A I	A/I	D

Other Requirements		
• Successfully implement change as a result of the changing needs of services, school leaders and parents/carers.	A	E
• Relate effectively to school leaders, school meals staff and other colleagues across	A/I	E

the Council.		
<ul style="list-style-type: none"> • Work on their own initiative. 	A	E
<ul style="list-style-type: none"> • Make tactful, effective and speedy decisions which are evidence based. 	A/I	E
<ul style="list-style-type: none"> • Work flexibly to meet the demands of the job. 	A/I	E
<ul style="list-style-type: none"> • Be able to attend school sites on a very regular basis for meetings with customers including head teachers, and one to one contact with staff as necessary. 	A	E
<ul style="list-style-type: none"> • Use of vehicle for business purposes. 	A	E
<ul style="list-style-type: none"> • Travel around the geographical area required to meet service needs. 	A	E

Commitment To Equal Opportunities		
<ul style="list-style-type: none"> • Ability to understand and demonstrate commitment to equality and diversity within the context of the relevant service. 	A/I	E

Commitment To Service Delivery / Customer Care		
<ul style="list-style-type: none"> • Committed to providing an excellent customer experience and embedding customer focus in all aspects of service delivery. 	A/I	E
<ul style="list-style-type: none"> • Commitment to own professional development. 	A/I	E
<ul style="list-style-type: none"> • Ability to understand and demonstrate commitment to equality and diversity. 	A/I	E

Climate and Sustainability		
<ul style="list-style-type: none"> • Holds a Carbon Literacy Certificate (or related qualification), or willing to undertake Carbon Literacy related training, in support of the council's climate and sustainability objectives. 	A/I	E

Methods of Assessment Key		
A Application Form	I Interview	C Certificate
T Test	P Presentation	AC Assessment Centre

Review Arrangements

The details contained in this person specification reflect the experience, skills, abilities, qualifications etc required of the jobholder. It is acknowledged that these may change over time. Consequently, the Council may revise this person specification from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	Cassandra Small
Role	Strategic Manager School Meals
Date	February 2026