

CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

DEPARTMENT: Corporate Resources	SERVICE GROUP: Facilities Management
POST TITLE: Area Catering Income Collector	REPORTS TO: Business ICT Systems & Information Manager
GRADE: Band 3	SAP POSITION NUMBER: 50175550

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

Key Purpose of Post: Max 3 sentences

To support the electronic school meal administration system in a geographical area comprising of around 50 schools. Ensuring that electronic and cash payments due are progressed and pursued in a timely manner and that processes are followed to minimise debt levels at each individual school and to minimise debt levels arising with individual customers.

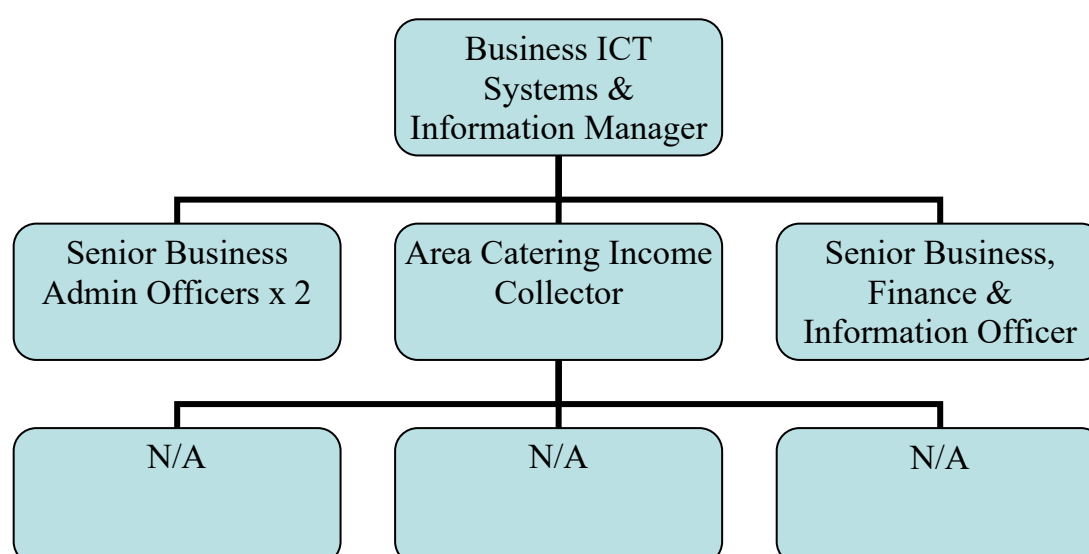
Deal professionally with enquiries arising from individual schools and individual customers.

Manage and prioritise own workload so that all tasks are completed in a timely manner ensuring that the Facilities Management administrative procedures and processes are adhered to at all times.

Main Responsibilities of Post: Max 15 Bullet points

- Support Chef Managers in entering any cash / cheque payments collected onto each online payment system for all schools in the area as and when required.
- Run the debt letter process (various different stages) for each school and deliver, as required, to the individual schools for them to circulate to the relevant parent / guardian. Ensure debt letter timelines are met to ensure that individual debt levels are capped as per procedure.
- Provide school with a comprehensive list of all debts as per procedure.
- Liaise with individual debtors regarding individual payment plans for any arrears.
- Meet debt management targets for the area / schools as set by management.
- Complete the Banking procedure for each school, reconciling cash in preparation for the security collection..
- Resolve queries in a professional manner raised by external customers and staff.
- Ensure that all weekly data returns for each site are completed fully and accurately checking against the online payment systems.
- Train and support Chef Managers in the use of the Council's preferred online payment system, ParentPay.
- Effectively manage your time working between sites as required.
- Effectively manage client contact expectations for each school maintaining a professional attitude at all times.
- Ensure that deadlines are met in respect of required information returns.
- Provide admin support in the FM Head Office as required.
- Responsible for the Health & Safety for self, colleagues and any parents / guardians whilst in FM work areas.
- Comply with Information Security and Data Protection, ensuring confidentiality at all times.

Structure:



Special Knowledge Requirement. Will be used for shortlisting.	
Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.	
	Essential
Due to the Governments Fluency in English for posts where employees speak directly to members of the public, the post holder is required to meet the Lower threshold level where the person is able to demonstrate that they can, during the interview: a) Use a wide range of simple words and a standard English sentence structure to express much of what they want to. b) Maintain a conversational flow even though they pause to think of the correct words or sentence structure in order to express themselves.	X
Required to understand and apply relevant technical knowledge, rules, processes and systems for the Area Catering Income Collector role.	X
Uses basic awareness of Health, Safety and Environment including Risk Analysis.	X
Awareness of data protection and data security protocols.	X
Ability to adopt a process of continual improvement and suggest ways of working more efficiently and effectively.	X
Interprets straightforward information.	X
Literacy, numeracy and IT skills to include the use of Microsoft Office.	X
Diplomatic and approachable.	X
Ability to effectively and efficiently support Chef Managers in managing school meal administration across the area.	X
Ability to manage own time and work schedule within clear / tight deadlines, leading by example and having a "can do" attitude.	X
Excellent confident communicator with the ability to engage with staff, customers and clients.	X
Inspires confidence, acts with integrity, listens and considers differing needs.	X

Relevant experience requirement: Will be used for shortlisting
The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet the lower threshold level outlined under Special Knowledge above.
Good understanding of Computerised / IT systems including Microsoft Office.
Used to handling money
Knowledge of online payment providers, specifically ParentPay
Relevant professional qualifications requirement: Will be used for shortlisting
Information Security Level 1 & 2 (Essential) within 1 month of commencing employment.
Basic Microsoft Excel, Outlook and Word (Desirable)
Core Employee competencies to be used at the interview stage.
Carries Out Performance Management
Covers the employee's capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.

Communicates Effectively		
Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information.		
Carries Out Effective Decision Making		
Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.		
Undertakes Structured Problem Solving Activity		
Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships.		
Operates with Dignity and Respect		
Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.		
Working Conditions:		
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.		
Special Conditions:		
<ul style="list-style-type: none"> Occasional Out of Hours Working DBS Enhanced Check Full Driving License and access to a car insured for business use Full participation in on-going Personnel Development as required by the service 		
Compiled by: Paul Charity 2ND Oct 2018	Grade Assessment Date: 18th Oct 2018	Post Grade: Band 3