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| **Post title:** | Compliance Officer |
| **Grade:** | G |
| **Responsible to:** | Training and Compliance Manager |
| **Staff managed:** | None |
| **Directorate:** | Resources |
| **Service:** | Facilities Management |
| **Job family:** | **P&T - Professional & Technical** |
| **Date of issue:** | March 2024 |

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| Job context |
| * Facilities Management provide catering, cleaning and caretaking services to Schools, Academies, Nurseries, and NYC corporate accommodation under the direction of the Commercial Director. * NYES Catering is a ‘fresh food’ organisation encouraging children and young people to choose healthy food with the aim of increasing the uptake of school meals * NYES Cleaning provides responsive, high quality and reliable cleaning and caretaking services ensuring that sites are kept clean, secure, and well-maintained on a day-to-day basis. * In addition to Facilities Management sites the post holder will monitor and inspect other NYC Services and provide advice, training, and support as required. * It is essential that the post holder establish a good working relationship with schools and site managers to provide high quality and efficient services * An enhanced Disclosure Barring Service (DBS) clearance is required. |

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| Job purpose | The core focus of this job is ensuring compliance with the required standards of catering, cleaning, food safety management, and risk management relating to the provision of catering and cleaning services delivered to schools and other NYC Services. The job also involves delivering training to Facilities Management & NYC staff. |
| Operational Management: | * Inspect schools and other NYC establishments and Services as per SLA’s to ensure compliance with legislation and NYC policies and procedures and provide training and advice as required. * Assist in the occasional planning and delivery of training courses as directed, including Food Safety, Nutrition, First Aid, and others as required to Facilities Management staff and other NYC service providers and colleagues |
| Resource management: | * Support the Facilities Management team and Managers of other Services to ensure staff and resources are used efficiently and effectively * Ensure correct use of all NYC systems including the electronic monitoring system |
| Partnerships: | * Work with Head Teachers, Business Managers, Governors and colleagues within NYC to promote good relationships and achieve high standards of catering and cleaning * Liaise with colleagues as required including Risk Management, Environmental Health, NYES, Finance and HR |
| Strategic management: | * None |
| Communications: | * Written and oral communication with unit teams ensuring tasks are carried out to the highest standards * Verbal and written reporting of issues, problems and concerns regarding premises and quality to Headteachers, Business Managers, Facilities Managers, and Compliance and Contract Manager to give accurate and informed feedback * Attend cooks’ meetings and team meetings * Visit specific establishments to monitor and advise in the event of complaints and food safety concerns * Conduct training where required |
| Systems and information: | * Adhere fully to all policies and procedures of NYC and those specific to Facilities Management * Have a thorough knowledge of the systems and information required to ensure schools and other NYC services are keeping appropriate records and inspection reports are recorded accurately. |
| Safeguarding: | * Be responsible for promoting and safeguarding the welfare of children and young people that you come into contact with |

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| Person specification: |  |
| Essential | **Desirable** |
| Knowledge and Experience   * Current guidance and legislation with respect to food safety, health and safety regulations, risk management and COSHH * Understanding of the importance of nutrition and good dietary habits of young people * The knowledge and understanding of good cookery and correct working practices in a kitchen environment * Knowledge of the cleaning industry * Working in catering establishments including the cooking and service of food. * Experience in delivering appropriate training courses | * Working in the cleaning industry * Knowledge and understanding of current guidance and legislation with respect to catering in schools (Nutritional Standards) and the School Food Plan * Soil Association Food for Life Programme |
| Occupational Skills   * A good standard of cookery skills * Ability to maintain a high level of food safety and health and safety standards * Good communication skills * Training skills | * Ability to prepare written reports * Competent use of a computer including word processing and spreadsheets |
| Behaviours   * [link](https://www.northyorks.gov.uk/your-council/our-role-structure-and-objectives#accordion-content-0-0) |  |
| Professional Qualifications   * Level 3 Food Safety * Professional Catering Qualification e.g., NVQ Level 2 in Professional Cookery * BICSc (British Institute of Cleaning Science) Level 2 * IOSH Managing Safely * Train the Trainer /Training Qualification (or willingness to gain this within 6 months) * Level 2 Numeracy and Literacy | * Level 4 Food Safety * Nutrition Qualification |
| Other Requirements   * Availability to work as necessary outside office hours * Ability to travel for work purposes |  |

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| Career progression: |
| * At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching. * As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities. |

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| Structure |
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NB – Assessment criteria for recruitment will be notified separately.  
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.