

## A professional standard for a midday supervisor

A midday supervisor is key to ensuring the pupils during a lunch service are in the right place at the right time, are fed in a friendly and safe environment and get the best out of their breaks. Midday supervisors are often engaged in a variety of roles within the school outside of the lunch break and can provide an excellent link between the catering team and wider school. In the dining room they ensure the friendly, effective and efficient service of lunch and outside of the dining area may control games areas, playgrounds or other activities. The midday supervisor may rotate around these different tasks over each lunch service, or on a daily or weekly basis. They provide the structure for the lunch break and food service and building a good rapport with the catering team, pupils and teaching staff is essential to a great operation. Usually employed directly by the school, the midday supervisor will bring the culture desired by the senior team into the dining room and can make the lunch experience enjoyable and structured, enabling play time, facilitating food service, and building social skills of the pupils.

### The structure of the standard

The table included in this document contains a professional standard that employers have agreed is a professional level of competence for the role of a midday supervisor in a school catering operation.

### The standard is presented in three parts covering:

**PART 1** Knowledge (Know it!)

**PART 2** Skills (Show it!)

**PART 3** Behaviours (Live it!)

Element of the standard	Knowledge (Know it!)	Skills (Show it!)	Behaviours (Live it!)
<b>Encourage behaviours and manage activities of pupils</b>	Know how to lay out the dining area and equipment to make the best use of the space and run the best meal service	Work with the catering team to ensure the dining room is ready for the pupils when they arrive	Make the dining room attractive within the limits of the school and facilities
	Know the signs to look for in pupils to recognise when extra help may be required	Work with catering and school team members to identify pupils who may need extra help during the meal or during activities	Anticipate and respond to individual pupils, changing approach as required for each pupil, using the support of team members when needed
	Know safe and acceptable methods for controlling behaviour of pupils in line with school policies and procedures	Identify and reward good behaviour and address bad behaviour in accordance with the school's policies and procedures	Positively encourage good behaviours, provide a fair and tolerant midday service where pupils understand the rules and follow them
	Know how to engage pupils to promote and encourage good behaviour, inclusion and participation	Develop a good rapport with pupils at meal time and during activities to ensure all feel valued and included	See the dining experience through the eyes of the child and build a rapport with pupils so they trust and respect midday supervisors and the catering team
<b>Safeguarding and Confidentiality</b>	Know the types of sensitive data that may be required in the catering operation for pupils in the dining area and how this must be used and stored in adherence to data protection	Receive, store and use confidential data relating to pupils within own area of responsibility.	Take a proactive approach to safeguarding, ensuring effective on going communication with relevant parties to ensure the safety and welfare of pupils
	Know the organisation's safeguarding policy and procedures	Watch for indications of potential safeguarding issues and report immediately in line with organisational policies and procedures	
	Know what to look for to identify potential safeguarding situations		

Element of the standard	Knowledge (Know it!)	Skills (Show it!)	Behaviours (Live it!)
<b>Nutrition and allergens</b>	Understand what constitutes a healthy balanced meal in line with the food based standards and guidance and why these are important	Encourage pupils to choose and eat a balanced meal, explaining to them how and why different foods are good for them	Know what food is on offer, what it contains, manage pupils' choices to ensure they get a balanced meal and help pupils learn about why it is important
	Know common food allergens and how the school and school caterers manage them, including the role of the midday supervisor	Identify allergens in school food, communicate with school caterers and ensure pupils with allergies eat accordingly	
<b>First aid</b>	Know what to do if first aid or medical assistance is needed	Deal with medical incidents efficiently and considerately in line with policies and procedures	Show empathy when dealing with first aid issues
<b>Health, safety and hygiene</b>	Know how to work with the catering team organise the dining room service in the quickest and safest way	Guide the pupils through each stage of the meal service in a fast and safe way, assisting when needed	Work with pupils to give them a positive, efficient and safe meal service
	Know the requirements for daily health and safety checks of the dining area, equipment, heating and lighting	Check the dining area to make sure it is safe, dealing with any hazards that are found, encourage safe behaviour from pupils	Lead by example showing pupils how to be healthy and safe
	Identify the personal hygiene standards, food safety practices and procedures required and understand the importance of following them	Maintain a clean and hygienic dining room environment at all times, dealing with hazards as they occur and ensuring food safety procedures are followed at all times	Have high personal hygiene standards and demonstrate a clean work area ethic at all times
<b>Teamwork and culture</b>	Know and understand how to communicate with pupils, catering team members, school staff and other stakeholders	Use different types of communication depending on the situation and who you are communicating with to ensure the message is transmitted correctly	Tailor communication individually to each person, whether they are a pupil, team member or other stakeholder
	Understand the principles of team work and how own role fits into the catering and school team structures to achieve aims and objectives	Work consistently with catering team and school staff to ensure the whole school approach to school catering	Encourage good team work with colleagues, improving working relationships whenever possible and becoming the bridge between the school, pupils and catering teams
	Recognise where conflict exists and understand how it can be prevented and resolved	Identify conflicts and misunderstandings quickly and work on a solution that avoids disruption to the organisation	Be able to step back and consider where conflicts and misunderstandings have started and the best way to deal with them based on the people involved