

Job Description

General Details

Job title:	Catering Supervisor (ECS16/10)
Faculty/School/Service:	Estates & Commercial Services
Normal Workbase:	Stoke campus
Tenure:	Permanent
Hours/FTE:	Full time, 37 hours per week
Grade/Salary:	Grade 4
Date Prepared:	May 2017

Job Purpose

To supervise retail catering activity ensuring high standards of production and service at all times and occasionally ensure the delivery of hospitality.

To lead and supervise operational staff within a designated unit or group of units.

Relationships

Reporting to:	Executive Chef
Responsible for:	Day to day supervision of Team Leaders and Hospitality Assistants

Main Activities

1. To supervise the retail catering operation to ensure a retail focus is applied that delivers the service expected by both students and staff and maintain the agreed set performance standards.
2. To provide hospitality, when required, to an excellent standard of service liaising with the appropriate line manager on effective delivery.
3. To undertake any training that is identified in appraisals
4. To provide excellent customer service and acting as a first point of contact for any customer enquiries or complaints.
5. To undertake a daily check of the main catering business diary for updates etc. on bookings and work schedules.
6. To ensure the effective planning and organisation of staff deployment including staff rotas breaks and ensuring all shifts are covered for all front of house and kitchen staff within the unit.
7. To ensure food is displayed and restocked appropriately in the retail area to brand standards.
8. To oversee the correct operation of cash registers with particular responsibility for cash reconciliation, banking and safe checks in line with departmental procedures and university financial regulations.

9. To ensure that menu items are ready for each service or for delivery and that food is replenished as required; to record wastage and ensure that waste levels are kept to a minimum; ensuring portion control is adhered to in line with operational standards.
10. To be responsible for Health & Safety issues related to food and environmental safety; and ensuring the completion of compliance manuals appertaining to the area of responsibility
11. To be aware of any damage to fixtures and fittings and to report any findings to the line manager
12. To undertake any other duties and responsibilities as may be reasonably required by the Executive Chef, Retail Manager or Head of Catering & Conference.
13. To ensure that an adequate supply of products are ordered using pre-defined specification lists liaising with the Executive Chef, Unit Chefs and Retail Manager on appropriate stock levels.
14. To update the menus daily and display relevant POS in line with departmental standards
15. To check income target sheets and communicate these to staff within the designated unit; to work towards increasing sales where underperformance exists.
16. To complete monthly & quarterly stock takes when required
17. To help supervise any other coffee outlets or food outlets in the absence of a team leader.

Special Conditions

The working week for this position is normally Monday to Friday but where, on occasions when business dictates, the post holder may be required to work any five days within each seven-day period (Monday to Sunday). Where this flexibility is required for events during week-ends and a change in the working week is necessary, the role holder will be provided with as much notice as practicable.

The post-holder will be required from time to time to work on a rota basis to ensure all catering units are supervised as defined by the Head of Catering, Conference and Events.

A uniform will be provided which must be worn whilst on duty. The post-holder will be responsible for the laundering of their uniform.

Variation to Job Description

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

Application Procedure

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

Please note that the University will not consider a Curriculum Vitae attached in support of your application and will not use this document in the shortlisting process. Consequently, we would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

Person Specification

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The qualifications, experience, knowledge skills and personal qualities outlined below provide a summary of what is required to carry out this job effectively. They also form the selection criteria on which a decision to appoint will be made. Please ensure that you provide evidence of how you meet the criteria in your application.

No	Selection Criteria Description	Essential [E] or Desirable [D]	Assessed by *
1	Educated to GCSE standard or equivalent	E	A
2	Experience of working in a supervisory role within a busy hospitality or catering outlet	E	A/I
3	NVQ level 3 Supervisory management qualification or willing to work towards	E	A
4	Good IT skills, including knowledge of Microsoft Office	E	A/I
5	Proven experience in function and events work	E	A/I
6	Experience of cash handling and good level of numeracy	E	A/I
7	Evidence of working on own initiative and being flexible in order to deliver excellent customer service	E	A/I
8	Good leadership skills – the ability to lead, organise and motivate staff	E	A/I
9	A willingness and ability to work flexibly at weekends and evenings when the needs of the service dictate	E	I
10	Effective planning and organising skill with good attention to detail	E	A/I
11	Excellent communication and interpersonal skills with the ability to communicate with a diverse range of customers	E	A/I
12	Experience of working behind a bar	D	A/I
13	Working knowledge of COSHH regulations	D	A/I

***Key**

[A] Application form

To be assessed against the information provided in the relevant steps of the application form and the evidence required under Section 4, 'Supporting Statements'

[I] Interview

To be assessed during the interview process including selection tests or presentation, as appropriate