

Job Description

General Details

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| Job title: | Team Leader (ECS17/05) |
| Faculty/Service: | Commercial Services - Catering |
| Normal Workbase: | Stoke Campus |
| Tenure: | Permanent |
| Hours/FTE: | Full time working 37 hours per week |
| Grade/Salary: | Grade 2 |
| Date Prepared: | December 2017 |

Job Purpose

To lead a high quality, front of house service to customers and assist with a range of kitchen duties in support of the catering operation of the University.

Relationships

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| Reporting to: | Catering Supervisors / Retail Manager / Executive Chef |
| Responsible for: | Hospitality Assistants |

Main Activities

Whilst flexibility is required at all times, the main focus and specific range of duties for each role of Team Leader will vary depending upon the location of the role, the particular strengths of individuals and the range of business demands at any time. The typical range of duties of this post will include:

- To complete an opening or closing checklist for the unit or department
- To manage and setup the cash floats for all tills ensuring that safe checks are completed at the beginning and end of each shift
- To maintain change requirements for the tills as trading requires
- To complete banking slips and ensure that all takings correspond to till readings
- To report exceptions to the Retail Manager or Head of Catering
- To ensure that all staff are appropriately scheduled and positioned to meet the trading needs of then business
- To manage breaks for all staff whilst on shift
- Ensure that appropriate and correct POS is displayed at all times
- Provide excellent customer service.
- Prepare and serve food within correct portion control as directed.
- Ensure food is displayed and restocked appropriately in the retail area.
- Ensure that an adequate supply of products.
- Ensure that all server equipment is correctly stocked, cleaned and in good working order.

- Bar duties and hospitality and events service when required.
- Undertake duties within the dish wash area as required.
- Work towards and maintain agreed performance standards.
- Operation of cash registers and when required, to assist the Retail Supervisors and Retail Manager in cash reconciliation and safe deposit of the cash in the safe, in line with Departmental procedures and University financial regulations.
- Ensure that agreed Health and Safety, food hygiene, fire procedures and standards are followed.
- To deputise for the Retail supervisor in their absence.
- Undertake any training as identified in appraisals.
- Undertake any other duties and responsibilities as may be reasonably required from time to time by the Retail Supervisor,

Special Conditions

Currently, the working week for this position is normally Monday to Friday but where on occasions when business dictates, the post holder can 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. In addition, the demands of the service will also require extra hours of working from time to time for which time off in lieu or payment will be made according to the University remuneration arrangements for staff.

The post holder may be required to work at other University sites from time to time according to the needs of the service.

The post-holder will be required to attend relevant training courses related to the duties of the post as directed by the Retail Hospitality Manager.

Within the context of the main activities some heavy lifting will be required.

Uniforms will be provided which must be worn whilst on duty, you will be responsible for the laundering of own uniform.

The University operates a No Smoking Policy.

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).

Informal Discussion

Should you wish to discuss this vacancy informally before making an application please contact:

Louise Chatfield, Retail Manager on 01782 353483

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.

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

Job Title: Team Leader (ECS17/05)

School/Service: Commercial Services - Catering

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 | Excellent customer service skills with demonstrable customer service experience | E | A/I |
| 2 | Committed team player and leader of a team | E | A/I |
| 3 | A willingness and ability to work flexibly at weekends and during evenings when necessary | E | I |
| 4 | Numerate and the ability to handle and reconcile cash | E | I |
| 5 | Ability to work under own initiative and prepare a unit for trading | E | A/I |
| 6 | Knowledge of basic Health & Safety and Food Hygiene Procedures | E | A/I |
| 7 | A recognised qualification in catering i.e (NVQ) | D | A/I |
| 8 | Experience of events and bar work | D | I |
| 9 | Clean driving license and willingness to undertake van driving duties | D | A/I |

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| *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 |