

Catering Supervisor (Events)

1 JOB DESCRIPTION

Faculty / School or Division: Campus Division, Catering

Faculty/School or Division Address: Various locations in our Catering outlets.

Job Family:	Professional & Administrative Services		
Grade:	D	Salary range:	£24,685 – £26,093 per annum
Hours of work:	35 hours/week	Contract type:	Open ended
Work pattern:	5 working days in 7	Vacancy Reference Number: SUPP113854	

1.1 Main Job Purpose

The role holder supervises the day-to-day preparation, delivery and provision of catering across all relevant areas. They ensure that all operational service areas and facilities are operated in accordance with departmental service standards and provide quality service to all customers

1.2 Standard Responsibilities

- Supervise the provision of both food and beverage services within designated areas in line with operational standards, which could include in-house barista and bar beverage services and food production.
- Supervise operational staff and assist with the induction and on-going, on-the-job training, for new or inexperienced staff.
- Ensure that designated areas are correctly prepared for events, supervising the food and drink service of events, ensuring the smooth delivery of these services and that the facilities are clean and in good repair.
- Supervise in-house clearing and cleaning, including the servery, food preparation areas, storeroom and customer areas to maintain high standards of hygiene.
- Ensure that all working practices and procedures are completed in line with University policy, as well as licensing, food safety and health and safety regulations.
- Identify operational problems when they arise and implement solutions in accordance with departmental procedures and in conjunction with management.
- Supervise the handling of customer payment transactions and complete corresponding documentation.
- Undertake daily operational checks as directed by management and provide operational information on request in accordance with departmental reporting standards.
- Operate equipment in line with departmental procedures and manufacturer's instructions, ensuring it is clean at the end of use and stored correctly, reporting any faults to management.

- Maintain and monitor food and beverage stock items, including stock ordering, rotation and placement/merchandising and ensure that all operational areas are restocked and secure.
- Cover Duty Management and Event Management responsibilities weekly and on weekends on a rota basis and provide ad hoc cover for absent staff within the Catering service when required (including at other sites).
- Participate in training appropriate to the position, including food safety and health and safety training.

1.3 Relationships

Line manager: Catering Cluster Manager / Unit Manager

Line manager to (where appropriate): None

1.4 Job Hazards and Pre-employment Checks

No DBS check required.

The following duties are an intrinsic part of the role and any offer of employment will be conditional upon satisfactory health screening by the University Occupational Health Service:

- Regular manual handling responsibilities, e.g. regular lifting of objects.
 - Demanding physical role that includes standing and walking for long periods of time.
 - Work that requires touching unwrapped foods to be packaged or plated for service.
 - Using equipment which involves repetitive movements.
 - Use of cleaning materials.
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2 PERSON SPECIFICATION

2.1 Standard Skills, Knowledge & Experience Required

Criteria	Essential	Desirable	Assessed By A/I/T/O
Significant experience of catering work in a large commercial food service environment and experience of working in a high-volume bar or catering operation.	X		
Good IT skills, including ability to use Microsoft Word, Excel, emails and online calendar.	X		
Level 2 food safety qualification accredited by the Royal Institution of Public Health and Hygiene or the Chartered Institute of Environmental Health or ability to complete this within six months of starting.	X		
Allergen Awareness Certificate or ability to obtain this within 3 months of starting.	X		
Good basic numeracy and literacy skills with the ability to complete paperwork accurately.	X		
Good communication skills with a friendly and welcoming manner.	X		
Able to complete tasks efficiently alone or as part of a team.	X		
Ability to identify issues arising in daily operations and assist in resolving issues.	X		
Good timekeeping.	X		
Supervisory or management experience.		X	
NVQ in food service.		X	
Good understanding of and enthusiasm for food and drink trends.		X	

A – Application Form

I – Interview

T – Test or Scenario

O – Other e.g. presentation, focus group