Cucina Catering Supervisor

CATERING AND HOSPITALITY

Closing date: 12 April 2019
Anticipated Start date: 1 June 2019
Directors Introduction

As a member of the Commercial Services team you will be a key contributor in supporting our section to provide essential income to support the University’s key objectives. The services we provide underpin values that will enhance the ‘student experience’, whilst being profitable and sustainable.

We work in an all-inclusive environment where the word ‘team’ is part of our culture. We provide an excellent benefits package supporting market led terms and conditions of employment. We are committed to Investors in people and this is demonstrated by providing an open door policy giving access to the Management Team from all levels of the organisation.

I wish you well with your application.

Jon Greenwood, Director of Commercial Services

Catering and Hospitality

Catering and Hospitality is a large department with staff working in fourteen sites across two campuses. Our sites vary in size and function from Coffee Shops to large scale restaurants and dining halls which specialise in high volumes of both student and conference business.

We employ a large team of people located across our sites including chefs, supervisors, kitchen porters to front line service staff and Costa trained baristas.

We aim to deliver quality in everything we do from service standards to food quality within a very diverse operating environment. Being a University our priority customers are our students. We contribute towards the student experience with fresh ideas and creative food innovations, striving to exceed customer expectations within the very competitive higher education market.
YCL

YCL is a wholly owned subsidiary company of the University of York. YCL was formed in 2012 with the overall aim to deliver a profitable service and provide essential income to the University.

YCL is continuously looking for new ways to support the University. In 2017/18 a new retail store and catering outlet will open for the use of students, staff, visitors and local residents.

There are a number of commercially focussed departments which make up Commercial Services, Catering and Bars, Campus Nursery, York Sport, Design and Print Solutions, York Conferences, Retail Services and support teams including Human Resources Central Administration and Marketing.

YCL was awarded IiP Silver in August 2014.

Benefits Package

- 38 days annual leave including 8 bank holidays (pro rata)
- Pension scheme
- On-site parking
- Concessions rates at York Sport Village and Centre
- 10% off campus NISA supermarkets
- Discount scheme with local restaurants, retail and tradesmen
- Salary sacrifice schemes including cycle to work, childcare vouchers and campus nursery
- Discount scheme with national retailers and services
- Discounted personal postage rates
- Uniform provided

Attractive Place to Work

Centred around the picturesque village of Heslington on the edge of the city of York, the campus offers a wealth of facilities, which includes bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 we have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion.

During this period of change YCL has also grown to support the larger campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.

The University

Founded on principles of excellence equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the centre for almost 16,000 students across 30 academic departments and research centres. In just 50 years we have become one of the world’s leading universities and a member of the prestigious Russell Group.

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles—just a few of many attractions.

But York isn’t just a great place to visit—its also a great pace to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.
Salary: £17,366-£18,424 per annum

Grade: B1

Hours of work: 37

Contract type: Open

Reporting to: Catering Manager

Location: Campus

**Main purpose of this role:**

- To supervise hospitality staff to ensure that high standards of customer care, customer satisfaction, health, hygiene and safety are maintained in accordance with agreed service levels and SOPs

**Key responsibilities and duties:**

- Supervision of delivered catering services, including private functions and events
- According to trading patterns, the post holder undertakes all the duties of staff with the responsibility of being the senior person on duty
- The supervision of food and associated services ensuring compliance with statutory legislation and university standards
- Ensure that customer service areas are clean and tidy at all times
- Assess situations and respond quickly, taking necessary action to resolve potential operational problems or customer queries
- Anticipate and respond to fluctuating trade levels, adjusting stock levels and staff duties appropriately
- Delegate work according to staff rotas
- Arrange staff replacements to cover sickness and absenteeism
- Prepare and check bills, ready to send to finance
- Ensure that staff follow correct procedures for cash handling and use of EPOS cash registers
- Balancing of cash income and floats at shift end
- Security of cash, stock and keys for shift duration
- Where a bar or liquor service is under your supervision, ensure legal compliance is met
- Ordering of stock in line with business demands
- Effectively liaise with other supervisors and kitchen staff on duty, ensuring good team spirit and good communication skills

**Working conditions:**

- Due to the nature of the post, the post holder will be on their feet for a good proportion of the shift
- Due to heat radiating equipment in the service areas, the post holder works in a hot environment for a high proportion of the time
- The work requires substantial physical effort (i.e. bending and lifting of heavy stock items)

**Other requirements of the post holder:**

- In response to business needs, to be reasonably flexible with working hours and duties, particularly (but not exclusively) during conference or vacation times
- Must have flexibility to work other supervisory shifts to provide over for sickness and absence
- To attend training and development courses and sessions as requested by the line manager/initiated by the directorate
# PERSON SPECIFICATION

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<th>QUALIFICATIONS</th>
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<tr>
<td></td>
<td>• Foundation Food Hygiene Certificate</td>
<td>• BIIAB National Certificate Personal Licence Holder</td>
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<td></td>
<td>• BIIAB National Certificate Personal Licence Holder</td>
<td>• NVQ Level 2 Hospitality Qualification</td>
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<th>KNOWLEDGE</th>
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<tr>
<td>• General understanding of the catering and/or retail catering and/or conference and associated licensed trade</td>
<td>• Working knowledge of Food Safety legislation</td>
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<th>SKILLS / ABILITIES/COMPETENCIES</th>
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<tr>
<td>• Excellent communication skills</td>
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<td>• Clean driving licence</td>
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<td>• Good organisational skills</td>
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<td>• Good levels of literacy and numeracy</td>
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<td>• Ability to manage staff and to provide ‘in house’ training</td>
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<td>• Computer literate (competent with Excel and Word)</td>
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<td>• Ability to motivate a team of staff</td>
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<td>• Ability to work autonomously and use initiative as necessary</td>
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<th>EXPERIENCE</th>
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<td>• Minimum 1 year’s experience of working in hospitality, running conferences and private dinners</td>
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<td>Previous managerial experience</td>
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<td>• Previous experience gained within a similar role</td>
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<th>PERSONAL ATTRIBUTES</th>
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<td>• Self motivated and able to motivate others</td>
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<td>• Enthusiasm and commitment to continual improvement of the University Catering and Bars service</td>
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<td>• Enthusiasm and commitment to provide quality service to staff, students and visitors</td>
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<td>• Demonstrate professional and cost focussed approach to the role</td>
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How to Apply

Online

- Go to https://jobs.york.ac.uk/ycl
- Find the vacancy using reference 7513
- Complete the online application form

You will need to submit your application by midnight (GMT) 12 April 2019.

What will I need?

We will ask you for:

- Personal details
- Your employment history
- Relevant qualifications
- Contact details for two referees

You will need to be ready to show us how you meet the requirement of the job, either in a written statement and/or by answering questions.

The Company will only recruit individuals who have passed the school leavers age. For further information and confirmation of the school leavers age please visit the City of York Council website

Applicants aged under 18 year of age will only be offered 20 hours a week or less and they must provide evidence that they are in full or part time education/training, or undertaking work based learning such as an apprenticeship.

Help and assistance

Direct queries to ycl-hradmin@york.ac.uk
01904 328413/01904 328424