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 Director from all levels of the organisation.

I wish you well with your application.

Jon Greenwood, Director of Commercial Services

Catering & 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.

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

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

Internally 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.
Job Description

Salary: £17,366 per annum plus generous benefits
Grade: B1
Hours of work: Full Time, 37 hours per weeks.
Working Pattern: Flexible
Contract type: Open
Reporting to: Catering Manager
Location: University of York, Heslington, York, YO10 5DD

Main purpose of this role

As a Catering Supervisor you will supervise a catering team to ensure a high standard of customer satisfaction, health, hygiene and safety are maintained at all times.

Key responsibilities and duties:

- Supervise the service of food and beverages ensuring a safe working environment by compliance with Health and Safety regulations, Food Safety legislation and company standards.
- Supervise a team of permanent and casual workers.
- Deliver staff training on policies and procedures, company standards and health and safety.
- Delegate work to the team according to staff rotas and ensure staff sickness and absenteeism is covered.
- Liaise with other supervisors and kitchen staff ensuring positive team spirit and effective communication levels are maintained at all times.
- Assess situations, quickly respond and take the necessary action to resolve potential operational problems or customer-orientated queries.
- Oversee the operational supervision of a bar service and/or liquor sales, ensuring licensing laws are adhered to.
- Take remedial action to rectify problems relating to a shortfall in specified standards.
- Anticipate and respond to fluctuating trading levels and adjust stock levels and staff duties appropriately.
- Control and maintain security of finances e.g. floats, income, stock and keys.
- Supervise the customer seating areas ensuring they are clean and tidy at all times.
- Supervise private functions and where applicable supervise meals during conference vacation periods
- Be responsible for the EPOS cash registers/cash including:
  - Preparation and checking of cash floats.
  - Ensuring that staff follow correct procedures for cash handling, use of EPOS cash registers.
  - Balancing cash income and floats at the end of the shift.
  - Security of cash, wet and dry stock and keys for the duration of the shift.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post in response to business needs.

Working conditions:

- The post holder will be on his/her feet for the duration 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.
- Substantial physical effort involving bending and lifting is required.
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>QUALIFICATIONS</strong></td>
<td><strong>KNOWLEDGE</strong></td>
</tr>
</tbody>
</table>
- NVQ Level 2 Hospitality qualification |
| - An understanding of the catering and/or retail catering and/or conference trade  
- Knowledge of licensing laws and regulations. | - Working knowledge of Food Safety legislation. |

<table>
<thead>
<tr>
<th><strong>SKILLS / ABILITIES/ COMPETENCIES</strong></th>
</tr>
</thead>
</table>
| - Ability to work autonomously and use initiative.  
- Ability to lead and motivate and engage a team.  
- Effective organisational skills with the ability to prioritise tasks depending upon demand.  
- Ability to communicate effectively and sensitively with staff, students and visitors.  
- Demonstrable product presentation skills with attention to detail.  
- Demonstrable level of numeracy and literacy.  
- Ability to work under pressure. |

<table>
<thead>
<tr>
<th><strong>EXPERIENCE</strong></th>
</tr>
</thead>
</table>
| - Previous working experience in a relevant hospitality role (restaurant, bars of similar)  
- Previous experience of managing and motivating staff. |

<table>
<thead>
<tr>
<th><strong>PERSONAL ATTRIBUTES</strong></th>
</tr>
</thead>
</table>
| - Commitment to continual improvement of the Catering and Bar service.  
- Commitment to provide quality service to staff, students and visitors.  
- Demonstrate professional and cost focussed approach to the role.  
- Must have a flexible approach to the hours and days of the work especially during conference and vacation periods. |
How to Apply

Apply Online

- Go to https://jobs.york.ac.uk/ycl
- Find the vacancy using reference 7562
- Complete the online application form

You will need to submit your application by midnight (GMT) 2 May 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 York Council website

Help and assistance

Direct queries to

ycl-hradmin@york.ac.uk
01904 328413