Cucina Catering Supervisor

Closing date: 8 March 2020

Interview date: 16/17 March 2020
Directors Introduction

As a member of the Commercial Services team, you will be a key contributor in supporting our section to provide essential income and 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

Mission and Values

At YCL our mission is to provide the highest standard of customer satisfaction, value for money and quality of product within a friendly and helpful environment.

Our values are:

- **Trust** - We will place trust in you to do your job and do it well
- **Respect** - We will respect you and expect you to respect your colleagues and customers
- **Unique** - We are all unique and diverse and we embrace this
- **Enjoy** - We strive to make work an enjoyable place, you should too!

Catering and Hospitality

Catering and Hospitality is a large department with staff working in various sites across two campuses. Our sites vary in size and function from Cafes 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 and Starbucks 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 sections which make up YCL including, Catering, Campus Nursery, York Sport, Design and Print Solutions, York Conferences, Retail Services, York Science Park and support teams including, Human Resources, Central Administration and Marketing.

YCL is continuously looking for new ways to support the University. In 2017/18 we opened a new retail store and catering outlet for the use of students, staff, visitors and the general public.

YCL was awarded Investors in People Silver in 2014.

Benefits Package

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

The University

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2020 it is the home of more than 18,000 students. The University is one of the world’s leading universities and a member of the prestigious Russell Group.

An 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, including bars, gyms and shops.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 they have invested in 20 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 growth on campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.
Salary: £18,328 per annum
Grade: B1
Hours of work: Full-time (37 per week)
Contract type: Open
Reporting to: Cucina Catering Manager
Location: University of York, Heslington, York, YO10 5DD

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:
- To support the manager in the daily planning and running of the business
- 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 absence
- 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
## Candidate Specification

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<tr>
<th>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Level 2 Food Safety Certificate</td>
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<td>BIIAB National Certificate Personal Licence Holder</td>
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<td>NVQ Level 2 Hospitality Qualification</td>
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<th>Knowledge</th>
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<td>General understanding of the catering and/or retail catering and/or conference and associated licensed trade</td>
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<td>Working knowledge of Food Safety legislation</td>
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<td>Working knowledge of good customer service</td>
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<th>Skills / Abilities / Competencies</th>
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<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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# CANDIDATE SPECIFICATION

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<td><strong>EXPERIENCE</strong></td>
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<td>- Minimum 1 year’s experience of working in hospitality, supervising conferences and private dinners</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 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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<td>- Must be personally well presented at all times</td>
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How to Apply

Online

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

You will need to submit your application by midnight (GMT) of the closing date.

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 show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

YCL 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 18 and under will only be offered a maximum of 20 hours of work a week, and 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