Catering Supervisor
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.

We wish you well with your application.

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
- 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 2019 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.
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:

- Support the catering manager in the daily running of the business
- 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 absence 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 where appropriate.
- 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 work requires substantial physical effort (i.e. bending and lifting of heavy stock items)
- Due to the nature of the post, the post holder will be on their feet for a good proportion of their shift.
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 cover for sickness and absence.

- To attend training and development courses and sessions as requested by the line manager initiated by the directorate.
## CANDIDATE SPECIFICATION

<table>
<thead>
<tr>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>QUALIFICATIONS</strong></td>
<td></td>
</tr>
<tr>
<td>• Level 2 Food Safety Certificate</td>
<td>• Level 3 Hospitality Supervisory Certificate</td>
</tr>
<tr>
<td></td>
<td>• BIIAB National Certificate for Personal Licence Holder</td>
</tr>
<tr>
<td></td>
<td>• NVQ Level 2 Hospitality Qualification</td>
</tr>
<tr>
<td><strong>KNOWLEDGE</strong></td>
<td></td>
</tr>
<tr>
<td>• An understanding of the catering and/or retail catering and/or conference trade</td>
<td></td>
</tr>
<tr>
<td>• Working knowledge of Food Safety legislation</td>
<td></td>
</tr>
<tr>
<td>• Working knowledge of excellent customer service</td>
<td></td>
</tr>
<tr>
<td><strong>SKILLS / ABILITIES/ COMPETENCIES</strong></td>
<td></td>
</tr>
<tr>
<td>• Ability to work autonomously and use initiative.</td>
<td></td>
</tr>
<tr>
<td>• Ability to lead, motivate and engage a team.</td>
<td></td>
</tr>
<tr>
<td>• Effective organisational skills with the ability to prioritise tasks depending upon demand.</td>
<td></td>
</tr>
<tr>
<td>• Ability to communicate effectively and sensitively with staff, students and visitors.</td>
<td></td>
</tr>
<tr>
<td>• Demonstrable product presentation skills with attention to detail.</td>
<td></td>
</tr>
<tr>
<td>• Demonstrable level of numeracy and literacy.</td>
<td></td>
</tr>
<tr>
<td>• Ability to work under pressure.</td>
<td></td>
</tr>
</tbody>
</table>
## CANDIDATE SPECIFICATION

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

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