Job title: Catering Supervisor

Salary: £22,746.34 per annum
Grade: YCL B1
Hours of work: 37 per week (Full time)
Contract type: Permanent
Reporting to: Catering Manager

Catering and Hospitality is a large department with staff working in various sites across two campuses. Our outlets 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 aim to deliver quality in everything we do from service standards to food quality within a very diverse operating environment. 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.

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-oriented 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.
**Job title:** Catering Supervisor

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**Key responsibilities and duties continued**

- 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.

**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

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.
## Why work for YCL?

### Job title: Catering Supervisor

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<th>Person specification</th>
<th>Essential</th>
<th>Desirable</th>
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| Qualifications        | ● Level 2 Food Safety Certificate | ● Level 3 Hospitality Supervisory Certificate  
● BIIAB National Certificate for Personal Licence Holder  
● NVQ Level 2 Hospitality Qualification |
| Knowledge             | ● An understanding of the catering and/or retail catering and/or conference trade  
● Working knowledge of Food Safety legislation  
● Working knowledge of excellent customer service | |
| Skills/abilities/competencies | ● Ability to work autonomously and use initiative.  
● Ability to lead, 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. | |
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| **Experience**       | ● Previous working experience in a relevant hospitality role (restaurant, bars of similar)  
● Previous experience of managing and motivating staff. |           |
| **Personal Attributes** | ● Commitment to continual improvement of the Catering 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. |           |

**Why work for YCL?**