

JOB DESCRIPTION

Vacancy reference:	SRF 31650-R
Post Title:	Café Supervisor
Grade:	Grade 2
School/Department:	Campus Commerce -Catering Hotel & Conference Services
Reports to:	Catering & Conference Services Manager
Responsible for:	Restaurant Assistants

Purpose

To work as part of a professional service team to produce high quality service in the Restaurants located at the Greenlands campus. The Catering team provides breakfast, lunch and dinner seven days a week for clients and a lunch service to staff Monday to Friday.

Main Duties and Responsibilities

- Ensure good food hygiene, health and safety practices.
- Maintain a safe and secure working environment.
- Adhere to the University food safety code of practice.
- Maintain a high standard of personal hygiene.
- Ensure customer satisfaction.
- Establish and maintain a rapport with customers.
- Deal with individual customer feedback, respond to requests and enquiries from customers.
- Supervise the cash operations including, opening, operating and closure of the payment points, in line with financial procedures.
- Secure all floats and cash takings in line with financial procedures.
- Prepare the food service and customer areas.
- Maintain the food service and equipment
- Order supplies from CPU and other internal and external suppliers
- Stock control
- Complete all HACPP documentation and ensure that the unit is managed in line with company policy.
- Securing premises, responsible for opening & closing premises in line with company policy.
- Develop & lead teams
- Engage with the principles within the Investors in People best practice models associated with FMD.
- Follow all regulations & legislation including fire procedures, C.O.S.H.H. & accident procedures.
- Flexible working to meet peaks in demand as required, including out of hours working.
- Such other duties as may be required by the Catering Management Team and to deputise as required.
- To take reasonable care for your own health and safety, and that of persons who may be affected by your acts or omissions at work. You are required to consult your immediate manager on precautions and procedures relevant to your activities. You must comply with local rules, safe

working procedures and emergency arrangements and must not interfere with or misuse anything provided in the interests of health, safety or welfare.

Supervision received

Reports directly to the Catering & Conference Services Manager,

Supervision given

Supervision of the Restaurant Assistants.

Contact

External and Internal Clients

Terms and conditions

The hours of work are 36 per week worked on a rota basis. Uniform is provided. Employees are expected to comply with current Health and Safety legislation and the University's policies and procedures.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed: 06/02/2017

PERSON SPECIFICATION

Job Title	School/Department
Café Supervisor	Campus Commerce -Catering Hotel & Conference Services

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Team leading skills • Able to communicate effectively with teams • Excellent Customer Service focus • Good written and verbal communication skills • Problem solving attitude and skill 	<ul style="list-style-type: none"> • Ability to embrace and implement change and motivate staff to achieve results • Computer Literate in MS Office : Word and Outlook
Attainment	<ul style="list-style-type: none"> • Certification of Basic Food safety 	<ul style="list-style-type: none"> • Evidence of further CPD • Certification of Health and Safety at work regulations • Supervisory training • GCSE Qualifications
Knowledge	<ul style="list-style-type: none"> • Good Knowledge of catering operations • Good Knowledge of retail operations 	<ul style="list-style-type: none"> • Appropriate working knowledge of EPOS pay points
Relevant Experience	<ul style="list-style-type: none"> • Experience of supervising retail catering units • Enhancing customer service levels • Team training and development • Management of small to medium sized teams 	<ul style="list-style-type: none"> • Dealing with other service providers and contract services • Management of financial systems, operations and procedures
Disposition	<ul style="list-style-type: none"> • Ability to cope with varying workloads whilst remaining calm and focused 	<ul style="list-style-type: none"> • Able to convert policies into operational actions • Understands greater organisational needs as reflected upon the role of the team.
Other	<ul style="list-style-type: none"> • Work flexibility to cover peaks of business 	

Completed by: Paul Rodrigues	Date: 6/02/2017
------------------------------	-----------------