Role Profile

Reference Number	MUL107
Role Title	Catering Supervisor II
Directorate	Multiple
Department	Multiple
Reports to	

Role Purpose

To supervise day-to-day operations of a catering establishment to ensure that customers receive excellent customer service and that standards are met.

The role will typically be based in a catering establishment serving straightforward meals and snacks, and will supervise a small team.

Accountabilities

- Supervise catering staff to ensure that operational procedures are being followed properly and that customer service standards are maintained and food hygiene standards met.
- Recruit and train staff so that they understand the service levels expected and the processes they must follow.
- Provide polite, friendly and helpful service to customers so that customers have a positive experience. This includes handling customer queries and complaints that are escalated by the Catering Assistants.
- Oversee the preparation of beverages and basic meals or snacks to ensure that food hygiene and safety standards are met.
- Supervise the cleaning of the catering facility to ensure that necessary standards of cleanliness and hygiene are met.
- Manage stock within clearly defined procedures and systems, including doing stock takes and placing orders, so that supplies are available as required and waste is avoided.
- Undertake opening and closing procedures for the catering establishment, to make sure it is welcoming, safe and secure.
- Undertake day-to-day finance administration tasks, including cashing-up, maintaining a float, and producing standardised reports, to ensure accurate financial records are maintained and monies handled correctly.

Knowledge / Skills / Experience required

- Educated to NVQ 2 or equivalent experience.
- Food Hygiene Certificate Level 2.
- Knowledge of COSHH and HACCP requirements.
- Knowledge of catering procedures and processes.
- Experience of hospitality or catering.
- Experience of supervising hospitality staff.
- Ability to plan tasks and activities for self and others in response to customer needs.

- Ability to communicate in a clear, efficient and polite manner.

Dimensions of role

- The role oversees the daily activities of catering staff,
- The role does not manage any direct budgets, but will handle cash and report on takings.
- The role is responsive to customer needs, and will need to prioritise tasks and actions of self and others to meet these needs.

Notes

Date:	01/02/2021
Working Conditions:	Aspects of the role that have a material impact on the nature of the job, once all reasonable actions have been taken to moderate or eliminate them: • The role holder will be required to be on their feet for the majority of their working day, with a variety of standing and walking. • The role will be required to lift small loads, such as when doing stock takes and managing stock. • The role holder will largely be working in a comfortable environment, but there may be occasional exposure to discomfort through smells or varying temperatures (for example in briefly entering kitchens or fridges, or where the role is partially working outside). • In dealing directly with customers, there may be occasional/infrequent instances of challenging or confrontational behaviour, but the role holder will be able to choose not to serve them.
Working Arrangements:	• The role may be required to work weekends. • The role may be required to work in the evenings and some unsociable hours.