1. Job Details

Job title: Catering Assistant Supervisor

School/Support Department: Accommodation Services

Unit (if applicable):

Line manager: Assistant Manager/Manager
(Line manager is employed in same unit)

2. Job Purpose

To supervise a team of catering assistants and to assist in the service ( & where necessary the preparation) of food and beverages to a range of customers. In addition allocate all other duties (eg cleaning) and monitor general catering standards.

3. Main Responsibilities

<table>
<thead>
<tr>
<th>Main Responsibilities</th>
<th>% of time</th>
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<tbody>
<tr>
<td>1. To open/close the catering unit as required. To ensure the facility is available to customers at publicised times and secure at closing.</td>
<td>10%</td>
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<tr>
<td>2. To organise staff to ensure the smooth operation of the unit in relation to food service, food safety, cleaning and till operation ( where applicable).</td>
<td>35%</td>
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<td>3. To assist the line manager in areas of staff attendance, on the job training, ordering (where applicable) and general merchandising/presentation.</td>
<td>25%</td>
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<td>4. To ensure that all staff provide a courteous standard of service and deal with any customer/staff issues which arise during operation/opening hours.</td>
<td>25%</td>
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<td>5. Will undertake the above duties working on a rotational basis and any additional duties as requested by management.</td>
<td>5%</td>
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4. Planning and Organising

To allocate duties throughout a shift to catering assistants to ensure consistency of catering service given potential surges in throughput during period of the shift.

Able to provide necessary resource e.g. cleaning consumables, small equipment, uniforms, etc to enable the catering unit team to function efficiently & productively.

5. Problem Solving

The supervisor will be responsible for the set up of the catering outlet prior to opening and its replenishment during hours of operations. They need to resolve any issues on the ground eg not all staff turning up on shift thus requiring adjusting allocation of duties, a large item of machinery breaking down eg a dish wash and options of using disposables or washing by hand subject to size of unit. In all cases the Supervisor will use their own initiative to address these issues. Any larger concerns or problems requiring a greater resource are referred to the line manager.

6. Decision Making

During periods of sickness or unexpected staff absence in liaison with line manager is able to respond & find a solution so as not to affect service.

In dealing with customer queries take appropriate action in order that an amicable solution
is found. If the complaint cannot be resolved use judgement to escalate to line manager.

Be able to deal quickly with unexpected circumstances e.g. late arrival of a commercial group, running short on food due to higher numbers than expected, loss of utility e.g. water, gas etc. In all such situations and working with key contacts find a best solution/compromise.

7. Key Contacts/Relationships

Must possess the necessary interpersonal skills and be able to work harmoniously as part of a team and be helpful and polite when dealing with customers. Be able to work as part of a management team and motivate staff. Key daily contacts will involve dealing with at least 3 of the following: managers, assistant Managers, supervisors, chefs, catering assistants, kitchen porters, store person and customers.

8. Knowledge, Skills and Experience Needed for the Job

Previous experience in the catering environment is essential whilst a formal qualification is not necessary. The ability to demonstrate people management skills, customer care skills and health and safety awareness in a similar environment is essential. Through on the job training become fully conversant in the operation of the catering unit and attain basic hygiene qualification within 6 months (if not already held). There will be an expectation that a supervisory qualification would be attained within a year.

9. Dimensions

Supervision of between 3 – 22 staff.
Provide supervisory cover for food service delivered to 80 – 300 customers daily.
Where necessary handle cash, cash up and bank daily takings between £80 - £1000.
Catering Unit key holder.

10. Job Context and any other relevant information

The catering environment can be a physically demanding environment requiring substantial physical effort at times with heavy lifting and sometimes long periods of repetitive tasks. A certain degree of bending, stretching, twisting and constant movement is required and ability to work at a quick pace over meal service times.

A high level of flexibility is required to cover changes in services, dependant on business levels and requirements. Demands to provide services out with the catering unit and to provide function coverage, requires co-operation and must be prepared to extend working hours at short notice within limits. Supervisors must be prepared to work in any area unless specialist training has not been given.