1. Job Details

Job title: Kitchen Porter Supervisor
School/Support Department: Accommodations Services
Unit (if applicable): 
Line manager: 2nd Chef/Head Chef
Line manager employed in same unit

2. Job Purpose
To supervise a team of kitchen porters involved in cleaning all kitchen areas including pot wash & premises (floors, walls and ceilings). If required supervise and assist in any additional dish wash or cleaning duties.

3. Main Responsibilities

<table>
<thead>
<tr>
<th>% of time</th>
<th>Main Responsibilities</th>
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<tbody>
<tr>
<td>10%</td>
<td>1. To open/close the catering unit as required to ensure kitchen areas are clean and available for food production.</td>
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<tr>
<td>30%</td>
<td>2. To undertake the supervision of small equipment (pot wash) cleaning duties as per cleaning schedules in order that kitchen and front of house team have resources to provide the full catering service.</td>
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<tr>
<td>25%</td>
<td>3. Supervise the cleaning of all large kitchen equipment e.g. brat pans, salamanders, stock pots as well as general cleanliness of kitchen area to include floors, walls, fridge doors, wash hand basins and store areas. To meet food hygiene regulations.</td>
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<tr>
<td>10%</td>
<td>4. To assist the line manager in areas of staff attendance and on the job training, and through allocation of duties and monitoring standards ensure all duties are completed in accordance with the duty checklist.</td>
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<tr>
<td>10%</td>
<td>5. Ensure the removal of all food and packaging waste from kitchens in a hygienic and safe manner.</td>
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<tr>
<td>10%</td>
<td>6. 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>
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<tr>
<td>5%</td>
<td>7. Will undertake the above duties working on a rotational basis and any additional duties as requested by management.</td>
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4. Planning and Organising
To allocate duties throughout a shift to Kitchen Porters to ensure consistency of catering service given potential surges or throughput during periods of the shift. Able to provide necessary resources e.g. cleaning consumables, uniforms, other personal protective equipment, etc to enable to catering unit team to function efficiently and productively.

5. Problem Solving
The supervisor will be responsible for the entire cleanliness and safety of the kitchen both during service and at the close of the unit, through the cleaning all large equipment to include pots and pan. 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 pot wash machine and reverting to hand washing. 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 and find a solution so as not to effect service.

Be able to deal quickly with unexpected circumstances e.g. cleaning equipment breakdown, feeding higher numbers than expected, loss of utility e.g., water, gas, etc. In all such situations & working with key contacts find a best solution/compromise in order that kitchen cleanliness is not impacted.

### 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, delivery 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).

### 9. Dimensions

Supervision of between 3 – 12 staff.

Security responsibility e.g. ensuring all fridges are locked at end of shift and kitchen is secured. e.g. gas, electricity all of

Catering unit key holder.

Key trainer for large powered/cleaning equipment machines.

Be responsible for cleaning consumables to the value of £4,000 per annum

### 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, 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.