

# Catering Supervisor Role Profile

The Union's vision: **Everyone loves their time at Southampton.**

Your role in contributing to the achievement of this vision is described below.

## Main Purpose of Role:

- 1) Provide a fantastic customer experience by planning, supporting and delivering our catering operations, ensuring effective stock control, cash-handling and service supervision
- 2) Lead a team of staff, developing, supporting and motivating them to provide excellent customer service, together
- 3) Ensure compliance, health and safety and hygiene procedures are delivered

**Responsible to:** Assistant Catering Manager

**Responsible for:** Supervision of Catering Staff

**Band:** B

## Main Duties of the Role

**Provide a fantastic customer experience by planning, supporting and delivering our catering operations, ensuring effective stock control, safe till procedures and service supervision**

- Ensure all food dishes are produced and served as per SUSU standards and specification
- Contribute to the future development of the food offers and assist in the planning and delivery of certain food events
- Manage an area / department in the absence of the Assistant Catering Manager
- Hold a daily briefing with team, clearly outlining the plan for the day and ensuring all understand their role and purpose.
- Resolving customer queries and complaints, escalating issues where necessary.
- Ensure team are aware of and comply with the correct cooking specifications and portion control, service procedures when delivering meals.
- Ensure all food is correctly stored, labelled and all official documentation is completed as per SUSU standards
- Ensure buffets are prepared and delivered as per each requirement and presented to the highest standard.
- Ensure stock is rotated and used within the 'use by date'

# Catering Supervisor

## Role Profile

- Carry out daily stock checks and place orders as required to ensure that there are appropriate levels of stock available.
- Ensure that wastage is kept to a minimum and that it is recorded on wastage sheets.
- Communicate with the team to ensure that there is sufficient product for sale.
- Assist in carrying out stock takes.
- Work with the wider management team to ensure the efficient running of the whole operation.

### **Lead a team of staff, developing, supporting and motivating them to provide excellent customer service, together**

- Assist in the smooth and efficient running of the catering operations, ensuring and delivering requirements.
- Organise daily workloads and break times for the staff.
- Assist in the development and coaching of staff, ensuring customers receive excellent customer service and the service is delivered to required standards.
- Assist in the recruitment and induction of new members of staff.
- Supervise and motivate catering staff in the performance of their duties, encouraging flexible working within the team.
- Deal with minor staffing issues and escalate those of a more serious nature.
- Assist in ensuring adequate cover for staff holidays and sickness by recording and reporting any absences and making arrangements for cover when required.

### **Ensure compliance, health and safety and hygiene procedures are delivered**

- Assist in developing safe methods of working and ensure that staff are using equipment safely and properly and in accordance with procedures and to raise any potential health and safety issues.
- Maintain a good knowledge and understanding of health and safety and food hygiene requirements within catering operations.
- Ensure that all operations areas are clean and tidy and maintained to a high standard.
- Ensure the monitoring and recording of relevant compliance, health and safety and hygiene areas.
- Ensure that the opening and closing procedures are carried out as required, ensuring that the premises are correctly secured.

### **Contribute to the overall effectiveness of the Union by**

# Catering Supervisor

## Role Profile

- Participating in and driving personal learning and development
- Attending all meetings and training events, as required
- Ensuring that statutory and legal obligations are met
- Supporting the implementation of SUSU's strategy, promoting our aims and values through the goals of the departments Operational Plan
- Promoting the Union's various policies within your work, in particular Health & Safety, Equality & Diversity and Ethical & Environmental
- Contributing to the positive image of the University of Southampton Students' Union with students, University and the local community
- Working with the team to ensure a full service is provided at all times, providing cover as necessary
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives
- Completing such other duties as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of the post

# Catering Supervisor Role Profile

## Role Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and also to identify any training and development needs once in post.

KEY/QUALIFICATIONS/EXPERIENCE REQUIRED	ESSENTIAL	DESIRABLE
Possess the Basic Hygiene (Level 2) certificate	X	
Have, or be prepared to obtain Food Hygiene Level 3	X	
Experience of menu planning and food preparation in a high-volume outlet	X	
Understanding of health and safety and food hygiene issues in a catering operation	X	
Ability to assist in drawing up and implementing safe working practices	X	
Understanding and appreciation of excellent customer service skills	X	
Understanding of stock control systems and ability to implement them	X	
Experience within a catering outlet or similar commercial operation, demonstrating ability to multi-task	X	
Supervisory experience with the ability to lead by example and support and motivate staff	X	
Ability to coach staff in learning new tasks and procedures	X	
Good communication skills and the ability to follow and give written and verbal instructions	X	
Experience of working within a team	X	
Commitment to and knowledge of equal opportunities – including inclusivity and access issues	X	
Commitment to and passion for the values and purpose of a Students' Union	X	
Commitment to and an understanding of Equality & Diversity, Ethical & Environmental issues and Health and Safety	X	
Computer literacy – email, EPOS systems and tills	X	

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Knowledge of cash handling procedures		X
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## Our Values

As an organisation, our values underpin our work and guide what we live by in order to achieve our mission:



### Stand Strong

We stand up for students and make sure their voice is heard.

We stand strong when facing challenges and are not afraid to be different. We think big and work to achieve great things.



### Join Together

We are an inclusive and diverse community of students and staff

We join together with each other, the University, and the local community to make a positive difference.



### Take Responsibility

We take action on the issues that matter to students and act with integrity.

We continually work to be more sustainable, challenge discrimination and prejudice. We strive to be a force for good for students and wider society.