



JESUS COLLEGE CAMBRIDGE

Job Description

Job title:	Catering Supervisor
Department:	Catering and Conference
Reporting to:	Butler and Catering Operations Manager
Responsible For:	Shift Leaders, Catering assistant and Casual staff
Location:	Jesus College, Cambridge
Hours:	37.5 Hours per Week
Holidays:	25 days annual leave, plus 8 bank holidays. On occasion it may be necessary to work public holidays, in which case a day in lieu will be given.
Salary range:	£25,427 – Jesus College Salary Scale Point 14

This job description is a guide to the work the post-holder may be required to undertake but does not form part of the contract of employment and may change from time to time to reflect changing circumstances.

Job summary

To supervise and lead the front of house team with the daily operational needs of the department. This is a hands-on role working directly with the rest of the catering and conference team to deliver all aspects of the College's catering and conference services.

GENERAL OBJECTIVES

- To ensure excellent, smooth and efficient delivery of all catering and conference services throughout the entire College including Hall, Cafeteria, Conference and West Court
- To liaise very closely with all the other catering and conference team members making sure all information, function sheets, handover documents are accurate and available at all times
- Undertake Duty Manager Shift's, ensuring the highest level of customer service is delivered from guest arrival through to departure.
- To support the management with the planning and organising of all staff, ensuring that all services are covered effectively.
- To proactively manage any staffing challenges, equipment breakdown, and customers' request
- To always maintain hygiene and food safety standards and to follow all food safety and health and safety policies in place. Maintaining all records as determined by the College policies and industry best practices
- To lead by example and train others who maybe working in the same area

Key Areas and Standards of Performance:

1. Task List and Responsibilities:

The tasks, functions and any key responsibilities of the job, to be carried out on a daily, weekly, monthly, etc basis;

- 1.1 To lead the team in setting up, delivering and clearing all daily catering and conference services as required and aim to exceed expectations of all users at all times
- 1.2 To maintain a high standard of personal hygiene and appearance including wearing correct and full uniform and ensuring the same is true for other workers in the area
- 1.3 To ensure that all food is handled and stored correctly and in keeping with the HACCP policy and all records maintained at all times
- 1.4 To ensure food allergens and other specific laws such as Natasha's law are always followed
- 1.5 To attend the weekly function sheet meeting and other meetings as required
- 1.6 To proactively assist the department in the development of the products and services on offer. Keeping in touch with trends
- 1.7 To order stock from stores, ensuring that advance thought is given to requirements and that stock control recording is maintained
- 1.8 To be responsible for the handling, the security and the recording of wines used for functions
- 1.9 To Build and maintain good working relationships with the rest of the catering and conference service team to ensure the smooth running of the operation
- 1.10 Any other reasonable tasks required by your line manager

2. Punctuality & Attendance:

- 2.1 To be ready to commence duties at the appointed time
- 2.2 To remain on duty, productively working, until the appointed finishing time
- 2.3 To attend work as scheduled
- 2.4 To notify your supervisor/manager of any absences (e.g. holidays, sickness) that may occur in accordance with the procedure laid down in the Staff Handbook

3. Attitude to Work & Carrying Out Instructions:

Willingness and enthusiasm with which work is carried out.

- 3.1 To be reliable in the carrying out of instructions and tasks and to operate on a "right first time every time" basis
- 3.2 To be trusted to perform at least at the required standard and to be relied upon to complete tasks accurately/correctly
- 3.3 To listen carefully to instructions and to carry them out as directed
- 3.4 To check if you have not clearly understood what is required of you

4. Product Knowledge and Service Improvement:

The knowledge and experience required to carry out this job to the expected standard;

- 4.1 To undertake training as required in order to develop and improve your knowledge and expertise
- 4.2 To be able to help and direct others accurately/correctly
- 4.3 To develop general knowledge of the College location and layout, other departments' services and products and this department's services and products
- 4.4 To identify areas of service improvement, recommending these to the wider team and partaking in the delivery of new ways of working

5. Customer Relations & Sales Opportunities

Putting the customer's (conference guests, students, Fellows and staff as well as internal customers), needs first and taking opportunities to promote our products;

- 5.1 To always operate with a warm and friendly welcome
- 5.2 Understand and deliver the needs of the customer efficiently, within the required time scale and to the set standard
- 5.3 Demonstrably “go the extra mile” for customers

6. Attitude & Behaviour:

Positive interaction with other members of the team, supervisors and managers, general demeanor whilst at work;

- 6.1 To empathise with the individuals within the team to form positive relationships
- 6.2 Positively participate to help create a good team atmosphere
- 6.3 To be constructive in communication with others, be cooperative and helpful and be supportive as needed
- 6.4 Honest and trustworthy. Pleasant in nature
- 6.5 Keep your line manager advised of matters which may affect the smooth running of the department
- 6.6 To lead by example

7. Cooperation with Other Departments:

Carrying out of tasks with a spirit of cooperation and interest in the needs of other departments and their staff

- 7.1 Demonstrate an understanding of other departments’ requirements and be supportive and helpful to them

8. Stock Security:

Being accountable for the secure retention of College and others’ stock and possessions;

- 8.1 Ensure that doors are locked as required and that keys are held securely
- 8.2 Safeguard stock and ensure that wastage is minimised
- 8.3 Safeguard and/or return other people’s property and/or pass to lost property for retrieval by the owner

9. Food Hygiene & Food Safety:

Carrying out duties in a safe way so that no-one is put at risk from food hazards;

- 9.1 Attend training as required
- 9.2 Maintain your own personal hygiene to the required standard and report any incidence of illness as defined within the HACCP policy
- 9.3 Follow policy on the preparation, storage, etc of food as defined in the HACCP policy
- 9.4 Adhere to all PPE requirements as in the PPE Policy
- 9.5 Ensure all temperature records are accurate and kept up to date

10. Health & Safety & Other Legal Aspects:

Carrying out of duties so that self and others are not put at risk from general hazards;

- 10.1 Operate in a manner to ensure that you do not put yourself or others at risk
- 10.2 Report any hazards that you observe
- 10.3 Always adhere to the health & safety policy and procedures

- 10.4 Adhere to all licensing regulations
- 10.5 To demonstrate good sustainability awareness and act accordingly

The successful candidate should be able to:

- Lead by example, be able to work with minimum supervision and be approachable
- Be able to follow service standards and have an excellent attention to details
- Embrace the use of computer-based software
- Be willing to develop him/herself and keep up with industry trends and have an ambition to grow
- Have a problem-solving attitude and good communication skills
- Have the flexibility to work shifts including evenings, weekends and public holidays subject to rotas and a willingness to extend or change hours and days of work from time to time upon request and subject to operational requirements
- Have a passion to deliver exceptional customer service in a results-based environment

Benefits

- Membership of a defined contribution pension scheme with a death-in-service benefit of two times salary
- Membership of a healthcare cash plan
- Free daily staff lunch when in College
- Access to a range of family friendly policies and welfare support services, including maternity coaching
- Possible Non-contractual bonus payment
- Staff Forum and a Staff Social Committee that organises Christmas & Summer staff events
- Cycle to work scheme
- Use of the College Gym, Tennis courts and Library

Probation period

The appointment will be subject to an initial probationary period of three months during which the appointment may be terminated by one week's notice on either side. Following the successful completion of the probationary period, the period of notice would be one month's notice on either side.

Equal Opportunities and Data Protection

- The College is actively committed to including and supporting all under-represented groups, and promoting an inclusive culture, valuing diversity.
- The College encourages applications from all sections of society.
- The College has a responsibility to ensure that all employees are eligible to live and work in the UK.
- In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and Data Protection Policy. Please ask the HR department for further details if required.

How to apply

- Please download and complete our College Application and Equal Opportunities Forms, which can be found online at www.jesus.cam.ac.uk/college/people/vacancies
- Completed forms along with a copy of your CV must arrive by 12 noon on the closing date. Please send completed forms to jobs@jesus.cam.ac.uk.