

Job Description

Senior Food and Beverage Supervisor

Salary:	Grade 4
Contract:	Full time, 35 hours Monday to Sunday, 5/7 days on a rota basis
Location:	Canterbury campus; with requirement to work across campuses
Responsible to:	Food and Beverage Manager
Responsible for:	Supervising bar and catering staff
Job family:	Operational

Job purpose

Supervise and assist the Food and Beverage Manager in the supervision of casual staff and delivery of an efficient and high-quality bar/bistro service, leading on all aspects of stock and cash control and the administration of it, supervising the service of food and drink, and working closely with kitchen colleagues to deliver a first-class dining experience.

Ensure the compliance with all aspects of health, safety and hygiene standards and the adherence to the relevant legislation.

To remain calm and efficient, even in times of considerable pressure, and demonstrate good customer service skills.

You must be flexible and willing to work in other outlets to ensure our high standards are maintained.

Key accountabilities

The following are the main accountabilities for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- To control the daily function of the till/app while on duty, all aspects of handling payments, recording of daily business information. Oversight of the operation of the till/app, ensuring that all operations are completed successfully, correcting mistakes, and ensuring correct kitchen orders. Oversight of floats and cashing up, completing all relevant paperwork. Monitor daily menus and offers to ensure they are correctly advertised.
- Oversee the daily ordering of stock from nominated suppliers, inputting data accurately and as required on the stock management system. Liaise with the stock control team as required. Ensure all stock records, including wastage and stock take requirements are up to date.

- Responsible for all security requirements for the hospitality area, ensuring that all cash is securely stowed away and processed as per unit procedures. Ensure the security of all storage areas and ensure the unit is secured at the end of service. Report defects immediately.
- Adherence to all licensing requirements relating to good order, times of service. Supervise the safe and correct provision of alcoholic drinks in line with licensing law and University policy. Ensure the safety and comfort of all customers in a licensed premises. Demonstrate vigilance and respond/ report the use of illegal substances as appropriate.
- Supervision of team members and the preparation of daily working rotas in line with the requirements of the business. Ensuring that great customer service, agreed service levels and correct operation takes place on shift. Ensuring that shifts are adequately staffed both on a given day and for days in advance. Uphold an efficient, effective and welcoming experience for all customers, ensuring a high level of customer care to staff, students, visitors and members of the public at all times. Take the lead operationally on shift.
- To lead in the induction and operational training of team members. Ensuring that staff members are trained in any of the relevant service/technical operations before operating. Ensuring that staff members are trained in agreed service levels and how to deliver great customer service. Ensuring that any relevant documentation is completed regarding training records and administration of staff members.
- Adhere to Health and Safety Act, Fire Act, and food hygiene regulations, ensuring safe working practices at all times, in line with local risk assessments. Ensure fire evacuation procedures are followed. Ensure maintenance of a clean working area, in accordance with the appropriate regulations governing hygiene, health and safety. Ensure all food and drink stocks are stored at the correct temperature. Monitor and be aware of the need to comply with 'safer food, better business' procedures.
- Assist the Food and Beverage Manager (or nominee) to develop the food and beverage offer at a unit level, assisting in research, menu development and assisting with focus groups.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Provide operational supervision calmly and professionally in a high-pressure, high-volume environment. Investigate and resolve customer complaints quickly and patiently.
- Create and ensure fulfilment of unit rota patterns, adjusting as necessary in line with needs of business.
- Conflict resolution - diffuse negative interactions and ensure effective resolution for all stakeholders. Escalate as appropriate.

- Liaise with the stock management team, providing the relevant data accurately and in a timely fashion to ensure stock is managed correctly.
- Strong working knowledge of front of house service and health and safety practice.

Internal & external relationships

Internal: Catering unit team members and colleagues across the Catering and broader Commercial Services Department

External: Customers staff, students or conference guests. Suppliers to the department and all other visitors to the University

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Working with machinery (various kitchen equipment to include slicers, ovens, fryers and mixers).
- Working with chemicals (various cleaning agents associated with hygiene requirements in a commercial kitchen)
- Prolonged physical/manual work/Manual handling
- Vocational driving on & off campus (includes use of cars, vans, ride-on mowers, buggies)
- Night work (at least 3 hours between midnight and 5am) and/or Shift work. There is a requirement to work evenings and weekends.
- Contact with Human fluids (blood, saliva etc.) - Occasional as part of cleaning

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

You'll be able to demonstrate the following skills, experience, abilities and personal interests:

Essential Criteria:

- Supervising bar and catering staff in a high-volume environment (I, A)
- Excellent customer service skills (I)
- Willingness to work flexibly (I)
- Willingness to learn new skill (I)
- Health and safety/risk assessment knowledge (I, A)
- Creating rota patterns, organising work schedules (I,A)
- Knowledge and experience of EPOS and stock management systems (I, A)
- Conflict management and resolution (I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)

- Commitment to deliver and promote equality, diversity and inclusivity in the day-to-day work of the role (I)

Desirable Criteria:

- BII Licensee qualification (I, A)
- Food Hygiene Certificate (I, A)
- Maths and English GCSE (or equivalent, grades C and above) (A)
- Experience of organising work specifications (rosters) (A)
- Driver (full UK license) (I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage