

JOB DESCRIPTION

FOOD SERVERY AND HOSPITALITY SUPERVISOR

Reports to:	Catering Services Manager
Responsible to:	Domestic Bursar
Contract:	Permanent
Salary:	£14.63 per hour (£28,528.50 per annum)
Contracted hours:	This is a full-time position, working 37.5 hours per week, any five days from seven. The role works during school holidays as well as during term time and working hours will include weekdays, weekends and evenings, according to the Department's rota. A degree of flexibility regarding working hours is essential to meet the demands of the role.

1. Role Purpose

The Food Servery & Hospitality Supervisor will oversee the front of house activities of the Catering Department during service times ensuring that service runs efficiently and effectively. The post holder will also host, manage and assist with internal and external functions and hospitality.

2. Role Dimensions and Scope for Impact

The Catering Department serves around 2000 meals a day over breakfast, lunch and dinner and also manage a varied event calendar which includes charity balls, boarding house dinners, fine dining, weddings and catering for sports and summer schools.

3. Principal Accountabilities

Food Service Supervisor

- To manage shifts and ensure that:
 - the serving of food is efficiently and effectively managed;
 - catering calendar entries are checked and requirements fulfilled;
 - menu boards and information are properly displayed to customers;
 - crockery and cutlery are clean; and
 - appropriate drinks are available.
- To maintain good behaviour and discipline among the team in the servery, including Food Servery Assistants and Plate Wash staff.
- To assist the Duty Chef as appropriate.
- To liaise with the Catering Department Management team over rotas and staff requirements.

Hospitality Supervisor

- To attend functions, events and hospitality as delegated by the Catering Department Management team. Where the post holder has been given full responsibility for hosting and managing an event, communication of service requirements and standards of operation to staff.
- To assist the Catering Department Management team with planning, hosting and managing internal and external School events, functions and hospitality.
- To complete recharge sheets in a timely and accurate manner following each event and ensure that the Catering Administrator is provided with this information.
- To drive the catering van safely and deliver as necessary to all areas of the School. This may involve some heavy lifting.
- To work in close liaison with the Catering Department Management team, to ensure that information and communication concerning events, functions and hospitality is passed on effectively.
- To maintain inventories of event equipment to ensure that stocks are maintained and stores are kept tidy and ready for use. Inform the Catering Department Management team of replacements required.
- To manage a system which records equipment loaned to areas of the school and to ensure equipment is either returned or charged to the correct area.
- To keep up to date with current trends and styles of events and hospitality in other similar service providers.

Health and Safety Responsibilities

- To ensure compliance with rules of hygiene and health and safety, including fire evacuations for staff in the servery, kitchens and dining hall.
- To ensure that appropriate standards of cleanliness and tidiness are maintained in all Catering Department areas, including the service yard & bin area.
- To ensure that good habits are maintained by all staff working in the Catering Department including:
 - Personal hygiene, dress and behaviour.
 - Staff break times, usage of telephone etc, are adhered to.
 - Temperatures checks are taken and properly recorded.
 - Utensils are properly segregated.
 - Front of House team are properly briefed.
 - Communication with the duty chef and with all staff.

Security

- To ensure the Catering unit is secure at the end of each service and lock up if appropriate.
- To ensure that dining hall appliances are switched off and the dining hall and servery are locked if appropriate.

Code of conduct and other requirements of the role:

Members of staff must comply with the School's "Code of Conduct for Employees" document and also observe the following guidelines:

- Maintain high standards of behaviour and discipline throughout their shift
- Wear the correct uniform (ensuring that it is always clean, presentable and free from tears and stains)
- Abide by the Department's 'no jewellery' policy and dress code
- Maintain high standards of personal cleanliness and personal hygiene
- Follow the Department's cleaning schedule to the required standard

- Correctly use and maintain the security of stock and equipment

While every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be specifically identified.

Other Duties

- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be specifically identified. You may be therefore required to undertake other tasks and duties that commensurate with the grade and nature of the role and/or in the reasonable discretion of the School.
- This job specification is current at the date shown. It will be reviewed from time to time by the Bursar to ensure that it remains current and the School reserves the right to make reasonable changes.

4. Knowledge, Skills, Experience and Personal Attributes

Qualifications

A good level of education including GCSE grades A-C in English and Maths	Essential
Basic food hygiene certification or other equivalent qualification	Essential
Basic health and safety certification or other equivalent qualification	Essential
First aid trained	Desirable

Knowledge and understanding

Good practical understanding of health & safety legislation (e.g. COSHH, manual handling, working at height, etc.)	Desirable
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Skills

A good command of the English language both spoken and written and able to communicate with people of all ages and backgrounds	Essential
Good people management skills – motivating, developing and directing team members	Essential
Excellent organisational skills and the ability to work well as part of a team	Essential

Experience

Proven experience in a quality catering environment including catering on a large scale to high standards	Essential
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Personal attributes

Commitment to safeguarding children and young people	Essential
Commitment to continuous professional development	Essential
Willingness to commit to the School's aims and values	Essential
Commitment to equity, diversity and inclusion and understanding how this applies to the role	Essential
A commitment to the School's high standards of quality catering	Essential
Able to work flexible hours to meet the demands of the role	Essential
Ability to set up events, move furniture and other equipment and load and unload catering vehicles	Essential
Ability to work well under pressure in a challenging environment	Essential

A willingness to learn on the job and develop new skills	Essential
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5. Confidentiality and Data Protection

In the course of their employment, staff may have access to confidential information relating to pupils and their families, or to the general business of the School, and they are required to exercise due consideration in the way in which they use such information. A strict code of confidentiality must always be respected and followed. The School is registered as a Data Controller with the Information Commissioner's Office (ICO) for the purposes of UK General Data Protection Regulation (UK GDPR) and staff must not at any time use the personal data held by the School or disclose such data to a third party. Staff should not act in any way which might be prejudicial to the School's interests.

6. Child Protection at St Edward's

St Edward's is committed to safeguarding and promoting the welfare of children and young people and we aim to create and maintain a safe environment for our pupils, where they feel respected and supported. We expect all staff to share this commitment and to become familiar with our policies and procedures for child protection and security. It is a requirement of the Children Act and Care Standards Regulations that all employees of the School must receive enhanced clearance from the Disclosure and Barring Service.

7. Health and Safety

The School is obliged, so far as is reasonably practicable to provide safe and healthy conditions and safe systems of work for all employees which prevent risk to health, safety and welfare. You are required by health and safety legislation to take reasonable care for your own health and safety and for the health and safety of others. Employees must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in pursuance of any of the statutory provisions.

8. Holiday

Annual holiday entitlement is 30 days per year plus bank holidays (although please note that bank holidays which occur during term time may well be working days, for which time off in lieu will be given). The holiday year runs from 1st September to 31st August. All holiday, unless in exceptional circumstances agreed by the Catering Services Manager, should be taken during the School's holiday periods. As the School closed completely over Christmas/New Year, you will be required to take 5 days of your holiday entitlement to cover this period.

9. Pension

The role is eligible for membership of the School's pension scheme for support staff. This is a defined contribution pension scheme offering the following three tiers:

	Employee contribution rate (‘You’)	Employer contribution rate (St Edward's School)
Tier 1	5%	8%
Tier 2	7%	10%
Tier 3	9%	12%

10. Probationary period

The appointment is subject to a probationary period of three months.

11. Organisation Chart

