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# Job Description

**Job Title: Catering and Events Supervisor**

**Department**: Eventsand Catering

**Reporting to:** Head of Conference and Catering

**Responsible for:** Catering Assistants

**Background**

Homerton College was founded in the 18th Century, moved to its current location in 1894 and was granted a Royal Charter as a self-governing College of the University of Cambridge in 2010. Located within easy reach of the historic city centre and within 5 minutes of Cambridge mainline station, the College has over 1,000 students and a Fellowship of over 70. Nearly 700 students live on the site.

The College is set within 25 acres of landscaped gardens and parkland, and its conference and event facilities comprise a dedicated modern Conference Centre. Ample free on-site parking is also an attraction for conference organisers.

**The Conference and Catering Department**

Catering provides 12 servery meals per week: lunch and dinner, Monday to Friday, and lunch (or brunch) at weekends, although the Conference and Catering Manager will keep under review the services and service times for students. There is also a popular Buttery and a Bar which is manned by employed staff.

In addition Formal Hall is served every Tuesday in Full Term. The maximum capacity for Formal Hall is 250, and many Formal Halls reach this capacity. There are many other formal College meals throughout the year for which a high standard of catering and service is required, including: Graduate Formals Guest Nights, Governing Body Dinners, Matriculation Dinners, Charter Dinner, Alumni Reunion Dinner and Congregation and Graduation lunches.

The College has a thriving Conference business which represents an important source of income to the College. As well as the dedicated conference centre with 5 meeting rooms there are a further 22 flexible meeting rooms, 3 versatile dining rooms and over 500 en-suite bedrooms available for letting during the vacations. Catering includes lunches and dinners for conference guests, BBQs, breakfast service during vacations, Christmas parties and marquee events. The catering department also provides refreshments for a wide variety of functions and meetings, both College events and private events.

The College Bar and Buttery are also used as social spaces by the students. Conference and catering staff work with the students to support and maximise opportunities for academic and social events.

**Job summary:**

To deliver an efficient, friendly, quality service to our customers and to meet the food and Beverage needs of the College by working as part of the duty management team and supervising catering staff.

**Key result areas:**

1. **Supervision**

* Ensure that all customers experience high levels of food and beverage service
* Assist with recruitment, induction and training with the front of house team Supervise uniform and standards of appearance of staff and ensure standards are followed correctly.
* Plan staff rotas ensuring the department functions effectively for counter service, internal and external events and bar service
* Organise and run team meeting with front of house staff.
* Ensure effective communications are maintained with kitchen team and senior managers
* Report staff absence and any performance concerns to the Head of Conference and Catering.
* Ensure all complaints are reported and responded to swiftly and appropriately
* Mentor and advise other staff and supervisors to assist in their development
* Be a point of contact with the events team and give advice on events e.g. room set ups and alcohol service
* Assist with event room set ups as required and organise staff to assist with this

1. **Food service**

* Ensure all areas are clean and tidy and appropriate levels of service equipment are available at all times.
* Ensure all food and beverage areas are well presented and topped up.
* Train staff to have good product knowledge and to offer customer advice to meet their dietary requirements.
* Ensure all products are suitably described, with the correct price.
* Display appropriate point of sale and merchandising.
* Ensure fair allocation of duties
* Ensure briefings take place each shift before service.
* Ensure the correct portion control is carried out by every member of the team.

1. **Sustainability**

* Ensure our sustainable food policy and any relevant information related to improving the sustainability is communicated to staff and students
* Be proactive in finding ways of reducing the carbon footprint of catering

**4. Health and Safety**

All staff members are expected to observe all health and safety at work regulations as set out by Homerton College in accordance with its statutory obligations.

* Ensure food safety procedures are adhered to.
* Follow fire safety procedures.
* Follow COSHH procedures.
* Reporting of all accidents and near misses.
* Safe use of machinery and equipment to minimise any risk of injury.
* Promote good housekeeping and ensure public toilets are kept clean and fit for use and are monitored daily by the outlet team.
* Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.
* Report any unsafe practices or broken machinery/equipment to the management team, so that remedial action can be taken immediately.

**5. Operational Duties**

* Assist in the training and development of the team to ensure they provide a high quality flexible and customer focused service at all times.
* Attend training courses as required.
* Attend meetings and follow up where appropriate with feedback to outlet team.
* Be flexible with working hours especially during peak times to ensure that Catering deliver to agreed levels of expectation. This will include working any five days out of seven.
* Assist in any building or facilities issues
* Work as part of a Duty Management Team
* Carry out any other reasonable request made by the Senior Management team.