

JOB DESCRIPTION: BUTTERY SUPERVISOR

Department: Catering

Responsible to: Catering Manager

Responsible for: Buttery Team

Main Purpose:

* To manage the College Buttery, to ensure it is a cost effective and efficient operation in terms of food and beverage service, staffing, food safety, cleanliness and hygiene.
* To ensure the College Buttery service offering consistently meets the varying demands of the Colleges students, fellows, staff and conference business.
* To ensure that all shifts are run professionally and efficiently, creating a positive and fun atmosphere for staff and customers.

KEY AREAS:

* Lead and manage the team on shift, ensuring systems and processes are in place – shift plans to ensure “right people, right place, right time”, appropriate training and supervision is implemented, cleaning schedules are adhered to, food hygiene laws are understood and applied with all staff members having undertaken basic food hygiene qualifications.
* Lead by example, always demonstrating a positive, calm and professional approach, wearing the correct uniform and adhering to the highest standards of personal hygiene, ensuring the team on shift do the same.
* Ensure the highest standards of cleanliness and food hygiene are observed at all times. Create, implement and oversee cleaning schedules for pre and post service.
* Ensure all signage displays all relevant information related to allergens and dietary requirements and that all serving staff are aware of the ingredients used in the products being served.
* Ensure appropriate standards of behaviour are maintained by dealing appropriately with unruly students and/or guests in the Buttery area.
* Place orders using College ordering systems, raising purchase orders in line with the finance ordering procedures. Ensure appropriate stock levels are maintained and constantly reviewed.
* Preparation, review and training of risk assessments and COSHH for the Buttery.
* Overseeing the planning and organisation of cost-effective staff rotas.
* Submission of payroll information.
* Inducting, training and coaching staff including direction on College service etiquette.
* Inspire the team to develop, grow and have fulfilling careers.
* Provide motivation and leadership for the team.
* Assist the Catering Manager with Budgets and establish financial targets and forecasts for the Buttery and monitor performance against these. Take appropriate corrective action where necessary.
* Write staff rotas, in line with the strategic plan, to incorporate future internal and external events. Work with the Catering Manager on the recruitment and staffing strategy.
* Work alongside the Catering Manager to develop, implement and constantly review strategies to improve existing systems and processes – products, staffing, rotas, customer service, cleaning standards, training and supervision etc.
* Work with the Catering Manager to create, implement and manage a “shift standards” plan for all staff to work to, ensuring consistency across each service that includes standards of behaviour and customer service, uniform, efficiency and speed of service, quality control.
* Ensure a Health and Safety culture is adopted and there are adequate risk assessments, system and processes in place to ensure the safety of the team and customers. Report any issues to the Catering Manager. Record any accidents or near misses following the College’s accident reporting procedures.
* Ensure any faulty, damaged or broken equipment is reported to the appropriate company or to Building Services/Estates where required.
* Create a culture of respect and dignity in the workplace. Encourage team to have a proactive, professional mindset whilst taking pride in and enjoying their work, having fun on shift.
* Adopt a coaching and mentoring, collaborative approach to ensure the team is performing to the best of its ability and is constantly developing, evolving and improving in all areas.
* Drive high levels of productivity.
* Work with the Catering Manager and Head of Conference and Events to ensure conference/events business is discussed and agreed with clear plans in place to meet the needs of both College business and Events business.
* Alongside the Catering Manager, review relationships with external suppliers, vendors and business partners
* Alongside the Catering Manager, review operation of the College Buttery. Implement improvements to systems and processes where required.
* Work closely with other departments to maintain harmony and encourage collaboration across the teams.
* Attend any training as required.
* Attend any meetings as required.

General

* Communicate with the Catering Manager, Executive Chef, kitchen team and Supervisors on a daily basis
* Maintain a working relationship with the Assistant Bursar by keeping them informed and updated
* Cooperate with all staff in maintaining harmonious interpersonal relationships, internally and externally. Homerton College expects all staff to treat others with respect and courtesy.
* Develop, implement and support a health and safety culture.
* Ensure maximum use is made of the information technology systems
* Place orders and manage focal point and other ordering systems, match invoices to orders and process them to ensure they are authorised for payment without delay, create POs and follow finance procedures.
* Develop and train staff in accordance with the College's overall personnel policy and objectives. Ensure that staff reporting to the Buttery Supervisor are made aware of the College's goals, objectives and activities**.**
* Within the regular review framework, liaise with the Catering Manager to advise on the staffing/outsourcing split required to run the department and to ensure an adequate service is maintained at all times.
* When required, attend meetings of any relevant College committees.
* Undertake any other duties appropriate to the post as necessary or requested.

**PERSON SPECIFICATION**

**Essential:**

* Demonstrable experience of working in a fast-paced, professional catering environment at supervisor or junior/assistant management level
* The ability to consistently lead, manage and motivate in a positive, respectful and professional manner
* The ability to give clear instruction and create clear expectations as to what the team is expected to achieve. To provide guidance, encouragement and support whilst doing so
* Ability to work calmly under pressure
* To be able to work as part of a team
* To have a passion for excellent service and for driving teams to excel
* The ability and willingness to adopt a flexible approach to working hours, including evenings and weekends is expected, and you may be required to work additional hours from time to time in order to fulfil the requirements of the role and the needs of the College.
* Food Hygiene qualifications

**Desirable:**

* Experience of working within a similar College environment
* Experience of working with budgets and financial targets
* Relevant management/supervisory qualifications
* Health and Safety qualification
* Personal Alcohol Licence
* Working Knowledge of EPOS till management
* Working knowledge of Kinetix or similar room management system

**PERSONAL SKILLS**

**Essential:**

1. Ability to lead and motivate a team
2. Excellent organisational and time management skills
3. Strong communication skills across many levels and ability to develop good working relationships
4. Ability to prioritise own and others’ workloads both short and long term
5. Ability to adapt, evolve and continually improve standards and departmental services
6. Ability to respond positively to all feedback and implement changes accordingly
7. Excellent numeracy and literacy skills
8. Must be able to demonstrate sound decision making and judgment under pressure
9. IT literate
10. Good sense of humour

**Desirable:**

1. Good analytical skills
2. Ability to think creatively
3. Any professional qualifications relevant to the post