

**JOB DESCRIPTION: CATERING SUPERVISOR**

Department: Catering

Responsible to: Catering Manager

Responsible for: Front of House (FoH) Team

**Main Purpose:**

* To support the Senior Supervisors and the Catering Manager to ensure that all shifts are run professionally and efficiently, creating a positive and fun atmosphere for staff and customers.
* To ensure Formal Halls and conference events are managed to the highest professional standards.
* Provide assistance in the Buttery or Bar areas, where required.

**KEY AREAS:**

* Support the Catering Manager in leading and managing 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 and dinners, events and functions are set up in a timely manner.
* 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. Oversee the completion of 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 dishes being served.
* Ensure appropriate standards of behaviour are maintained at Formal events by dealing appropriately with unruly students and/or guests.
* When required, 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.
* Ensure any faulty, damaged or broken equipment is reported to the appropriate company or to Building Services/Estates where required.
* Work alongside the Senior Supervisors and the Catering Manager to develop, implement and constantly review strategies to improve existing systems and processes – staffing, rotas, customer service, cleaning standards, training and supervision etc.
* Support the management of 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, systems and processes in place to ensure the safety of the team and customers. Report any issues to the Senior Supervisors, Catering Manager or Executive Chef. Record any accidents or near misses following the College’s accident reporting procedures.
* 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.
* Work closely with other departments and teams to maintain harmony and encourage collaboration.
* Support the Senior Supervisors, 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 Senior Supervisors and the Catering Manager, review relationships with external suppliers, vendors and business partners
* Alongside the Senior Supervisors and the Catering Manager review operation of the Buttery. Implement improvements to systems and processes where required.
* Alongside the Senior Supervisors and the Catering Manager review operation of the Griffin Bar. 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 Senior Supervisors, the Catering Manager and Executive Chef on a daily basis
* Work closely with the FoH and Back of House (BoH) teams 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.
* Ensure that invoices are processed and authorised for payment without delay where required.
* Develop and train staff in accordance with the College's overall personnel policy and objectives.
* 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.
* 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 supervisory level
* The ability to consistently lead, manage and motivate in a positive, respectful and professional manner.
* Excellent organisational and time management skills
* Strong communication across many levels and the ability to develop good working relationships.
* Ability to prioritise own and others’ workloads both short and long term
* 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. 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.

**Desirable:**

* Experience of working within a similar College environment
* Food Hygiene qualifications
* Any professional qualifications relevant to the post

**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. Excellent numeracy and literacy skills
6. Must be able to demonstrate sound decision making and judgment under pressure
7. IT literate
8. Good sense of humour

**Desirable:**

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