

JOB DESCRIPTION

POST TITLE:	Supervisor
GRADE:	£13,153.93 per annum (£18,000 pro rata)
RESPONSIBLE TO:	The Lilypad Manager
RESPONSIBLE FOR:	<p>To provide a variety of tasks associated with the management of the Arches, food production, front of house services and stock control.</p> <p>At all times carrying out the duties and responsibilities of the post in compliance with the College's Equal Opportunities and Health and Safety legislation.</p>
WORK ARRANGEMENTS:	<p>35 hours per week/36 weeks per year</p> <p>It is expected that from time to time these hours will be exceeded as reasonably necessary for the proper performance of the duties and responsibilities of the post.</p>

PURPOSE OF THE POST

The post holder will:

DUTIES AND RESPONSIBILITIES:

1. To manage the catering service and lead the Arches team effectively alongside the Manager and deputising in the Manager's absence.
2. To support, mentor and assist the team in a willing and positive manner.
3. To maximise sales through innovative cost effective approaches.
4. To consistently strive to develop the Arches service through continuous improvement and efficiencies.
5. Have the ability to assist with the preparation of food and simple cooking as and when required.
6. To demonstrate exemplary customer service skills at all times to students, staff and visitors.
7. Serving meals in accordance with the correct portion control.
8. Ensure that the dining area and outside space is clean and tidy and to the required standard.
9. Clean counter, surrounding areas, dining furniture and equipment to required standard.
10. Ensure compliance with Food Hygiene, Personal Hygiene and Health and Safety regulations at all times.
11. To work as part of a team to ensure safe working practices at all times.
12. To demonstrate flexibility towards working practices, rotas, duties and working area at all

times.

13. To work within the appropriate waste handling procedure.
14. To restock fridges
15. To operate and manage the tills whilst demonstrating excellent cash handling skills including start and end of day reconciliation procedures.
16. Complete any administrative duties as and when required.
17. Ensure that the temperature of fridges, freezers and hot counter/cupboards are monitored and recorded in line with College regulations and the Food Safety Act.
18. To assist and manage occasional ad-hoc functions that may occur outside of normal working hours.
19. Carrying out any other duties within the overall function of the College, commensurate with the grading and level of responsibilities of the position.
20. To resolve any customer complaints immediately and report to the relevant Manager on duty.
21. Report any accidents, incidents, repairs needs or hazards to the relevant Manager(s)/department as a matter of urgency.
22. Participate in any required training as requested and report any training needs to your Line Manager including use of equipment or processes.
23. To wear protective clothing provided whilst on duty and in addition wear shoes which are suitable for the work being carried out e.g. slippers and flip flops are not acceptable and may create a Health & Safety risk to both self and others.
24. To take responsibility for one's own professional development and continually update as necessary, participating in appropriate staff development activities as required including the Performance and Development Review.
25. To comply with all legislative and regulatory requirements.
26. To apply the college's own safeguarding policy and practices and attend training as requested.
27. To show a commitment to diversity, equal opportunities and anti-discriminatory practices. The post holder is expected to comply with and promote the College's equal opportunities policy in all aspects of their duties and responsibilities.
28. To promote a positive image of the College and the work that is carried out across its various services.

GENERAL

1. Act as an exemplar of outstanding customer service at all times.
2. Take responsibility for one's own professional development and continually update as necessary, participating in appropriate staff development activities as required including the Professional Development Review.
3. Promote a positive image of the College and the work that is carried out across its various services.
4. Comply with all legislative and regulatory requirements.

5. Apply the College's own Safeguarding Policy and practices and attend training as required.
6. Show a commitment to promoting diversity, equal opportunities, and anti-discriminatory practices, and demonstrate full compliance with the College's Equality and Diversity Policy in all aspects of duties and responsibilities.
7. Carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.
8. Take an active role in the health, safety and welfare of students, apprentices and staff, attending trainings and carrying out health and safety related activities as appropriate to the role.

Person Specification

Post:	Supervisor	Department:	Lilypad at The Arches
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Key Requirements:	Essential/ Desirable	Assessed
Qualifications:		
NVQ Level 2 or equivalent	E	A/I
Basic Food Hygiene Certificate	E	A/I
Experience:		
At least 12 months experience working in a similar environment, involving high levels of customer care	E	A/I
Previous experience of working in a managerial position	D	A/I
Experience of working in an environment where there are fluctuations in demand during service times	E	A/I
Experience of cash handling procedures	E	A/I
Experience working within a similar College or School environment	D	A/I
Catering experience	E	A/I
Skills/Knowledge:		
Ability to work on own initiative and as part of a team	E	A/I
Ability to work under pressure whilst maintaining a positive attitude	E	I
Ability to comply with legislative requirements regarding all aspects Health & Safety and Hygiene	E	I
Qualities:		
Honest and reliable with a professional and positive work ethic	E	I
Customer service focused	E	I
Willingness to participate in training and development to enhance job role knowledge	E	I
Other Requirements:		
An understanding of Safeguarding of Children & Vulnerable Adults within the workplace	E	I
Proof of the right to work in the UK	E	A
Full commitment to Equal Opportunities and anti-discriminatory working practices	E	I

E = Essential D = Desirable A = Application I = Interview T = Test

Produced by:		Date Produced:	
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