

Campus
Services



UNIVERSITY OF
BATH

Job Description

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|---------------------------|-------------------------------|
| Job title: | Hospitality Supervisor |
| Department/School: | Campus Services |
| Grade: | 4 |
| Location: | University of Bath |

Job purpose

The post-holder will take responsibility for and supervise the front of house operations of their area of responsibility whilst on duty.

Under the direction of their line manager, ensure that procedures regarding financial control, Health and Safety, Licensing Law (if applicable), HACCP and staffing are carried out within the University guidelines

They will maintain customer care and service standards and have an awareness of product knowledge and merchandising.

The post holder will ensure that their team adhere to the specific roles and responsibilities relevant to them that are included in the Food Safety Management System (FSMS).

Hours: 36.5 hours as contract - 5 days over 7 and hours to suit business needs.

Source and nature of management provided

Reports to the Assistant Hospitality Manager

Staff management responsibility

Food and Beverage Assistants, and casual team members.

Special conditions

The role requires flexibility, availability and willingness to work evenings and weekends as required by business needs.

Main duties and responsibilities

Food Safety

1. Ensure the FSMS is followed; all daily due diligence records are completed accurately, and any corrective actions taken are recorded on every shift
2. Provide/print off comprehensive due diligence templates for each week for the outlet
3. Report and, where possible, take all necessary action, statutory and otherwise, in the event of food safety incident or other irregularities and complete the necessary return and/or report
4. Ensure the required due diligence records are accurate and authentic on their shift

Customer focus

5. Assist with the day-to-day operational running of their area of responsibility. This will include supervising a team of food and beverage assistants and casual staff, ensuring operational procedures are always followed
6. Deal directly with in person customers' feedback, providing solutions when appropriate or escalating to manager

Finance

7. Responsible for completing retail wastage records, ordering, goods receiving and reporting any supplier issues and/or anomalies when on shift
8. Monitor portion control daily
9. Check all staff clock in and out for their shift

Staff management

10. Responsible for daily briefing sheet, allocation of tasks and breaks
11. Responsible for delivering on the job training as required and/or when directed by the line manager
12. Responsible for identifying shortcomings in performance and service delivery within the team, escalating to the line manager

Marketing

13. Responsible for displaying all marketing and customer notices - menus, opening times and general information of the outlet and checked for accuracy
14. Ensure that the team on duty proactively promote current and forthcoming marketing campaigns to customers

Health & Safety / Environment

15. Take all necessary action, statutory and otherwise in the event of any accidents, incidents fire, theft, lost property, damage or other irregularities, including near misses
16. Responsible for complying with all current Health and Safety legislation. Includes ensuring all staff are familiar with all risk assessments, monitor and enforce the appropriate use of PPE whilst on duty, and ensure fire safety measures put in place by the University are adhered to
17. Assist with implementing corrective actions identified in any Health & Safety audits as directed by line manager
18. Monitor and ensure that all equipment is used safely and correctly, reporting any anomalies to their line manager
19. Ensure that as part of your duties you minimise energy consumption e.g., water and electricity and maximise the recycling opportunities for waste by encouraging staff awareness of the impact of their actions on the environment

Facilities

20. Responsible for checking all required equipment is available, in full working order, to deliver the agreed offering whilst on duty, in line with the service level agreements, reporting any missing items to their line manager.
21. Responsible for reporting of all maintenance issues and equipment faults online whilst on duty

Communication

22. Provide the team with daily MI (management information) for example Kinetics schedule - bookings and deliveries
23. Follow up, resolve or escalate with appropriate stakeholders, any inaccurate MI information that was provided for the day i.e., Sales, Kx customers

Equality and Diversity

24. Assist to raise the team's awareness of the food choices available for the various medical, religious or lifestyle needs of our customers.

From time to time you may be asked to assist in the facilitation of CPD activities. This will form part of your substantive role and you will not receive additional payment for these activities. You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.

Person Specification

| Criteria | Essential | Desirable |
|---|-----------|-----------|
| Qualifications | | |
| Maths GCSE (grade C or above) or equivalent | ✓ | |
| Educated to NVQ Level 3 or equivalent | ✓ | |
| IOSH Managing Safely, Health & Safety Qualification– <i>to hold or obtain within 6-month probation period</i> | ✓ | |
| Level 3 Award in Supervising Food Safety – <i>to hold or obtain within 6-month probation period</i> | ✓ | |
| Level 3 Award in Supervising HACCP | | ✓ |
| BII certificate | | ✓ |
| Level 3 Award in Food Allergen Management in Catering – <i>to hold or obtain within 6-month probation period</i> | ✓ | |
| Experience / Knowledge | | |
| Excellent written and oral communication skills | ✓ | |
| Significant hands-on hospitality supervisory experience | ✓ | |
| IT Literacy – MS Office | ✓ | |
| Running functions and events | | ✓ |
| Licensing Laws | | ✓ |
| Stock and cash control | ✓ | |
| COSHH | ✓ | |
| Attributes | | |
| Excellent organisational skills - ability to plan own workload, manage multiple tasks and priorities and work in a high-volume environment. | ✓ | |
| Must possess excellent customer facing skills and focus on service delivery | ✓ | |
| Able to form effective working relationships with other team members, with the ability to lead and motivate. | ✓ | |
| Ability to gain co-operation when faced with resistance by demonstrating an understanding of the views of others. | ✓ | |
| Able to work independently within parameters specified by line manager | ✓ | |
| Able to cope under pressure and adapt to changing priorities | ✓ | |

Effective Behaviours Framework- Delivering the Experience

Campus Services has identified a set of effective behaviours or 'acts' which we value and have found to be consistent with high performance. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these 'acts' previously.

Striving for Excellence:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Producing a high standard of work and consistently meeting objectives.

Providing Outstanding Service:

Willing and able to provide a professional, friendly and quality service to students, staff, commercial customers, visitors and suppliers. Displaying a positive 'can-do' attitude and tailoring the service to suit differing customer needs.

Problem Solving:

Able to remain calm under pressure and use initiative to overcome issues. Being proactive to ensure problems are not repeated and able to make suggestions on how we can improve.

Being Adaptable & Flexible:

Being open to new ideas and ways of working. Able to respond to shifting priorities and support colleagues when required.

Doing the Right Thing:

Being aware of how your behaviour impacts others. Showing respect and tolerance, being open and honest. Supporting environmental and fair-trade campaigns within Campus Services.

Caring:

Having a genuine desire to support others well-being. Being kind and compassionate to colleagues and customers.

Teamwork

Building effective working relationships. Working co-operatively with a wide range of inter-personal skills.

Developing self and others:

Showing commitment to own development. Seeking and accepting feedback.