

## **Job Description**

<b>Job title:</b>	Food and Beverage Team Leader
<b>Department:</b>	Accommodation and Hospitality Services
<b>Grade:</b>	Grade 6
<b>Salary:</b>	£23,661 - £29,099
<b>Responsible to:</b>	Deputy Hospitality Operations Manager

The post-holder will take responsibility for and manage the front of house operations of their area of responsibility. They will ensure that procedures regarding financial control, Health and Safety, Licensing Law (if applicable), HACCP and staffing are carried out within University guidelines. They will maintain customer care and service standards and have an awareness of product knowledge and merchandising.

## **Duties and Responsibilities**

### **Team**

- To be responsible and accountable for the operational running of their area of responsibility. This will include managing a team of supervisors and full time and casual staff.
- To ensure supervisors have clear achievable objectives in line with the department's Annual Plan and Long Term Aims set at Annual Staff Development Performance Review and revised regularly.
- To recruit, develop, train and appraise staff as directed by the Deputy Hospitality Operations Manager.
- To ensure that departmental strategy is disseminated to all staff in their area of responsibility in liaison with the Deputy Hospitality Operations Manager.
- Work with other Grade 6s to plan cross departmental events and initiatives.
- Maintain effective communication within the team to include regional 1-1 meetings with supervisors and minuted operational meetings fortnightly.
- Under the direction of the Deputy Hospitality Manager, manage performance through conducting the initial investigation meetings under the capability, conduct and absence policy.

### **Customer Service**

- To implement actions from action plans to ensure that the highest levels of customer service are maintained in line with departmental KPIs and Customer Promise.
- To respond to customer feedback to ensure service recovery through clear direction to supervisors.
- To train and empower staff in the team to resolve customer concerns with the least amount of inconvenience.

### **Financial Success**

- To support and maintain labour reporting functions in accordance with guidelines set by the Deputy Hospitality Operations Manager and create weekly costed and forecasted rotas.
- To ensure that all products sold are calculated correctly to maintain maximum gross profit and that all products are programmed to relevant tills and that till tariffs match those advertised.

- To set and monitor weekly sales targets for the operational team.
- Ensure all operational finance procedures are adhered to eg purchasing/cash controls/stock management.
- To be accountable for cash handling and to investigate and report on financial variances through the effective use of EPOS.
- Produce, under the direction of the Deputy Hospitality Manager, annual operating and business plans.
- To attend monthly finance meetings with Grade 6 finance staff – EPOS, MIS and IT.

### **Sustainability**

- Deliver actions directed by Deputy Hospitality Operations Manager to manage waste and carbon reduction in line with the Departmental KPIs.

### **Facilities and Services**

- Deliver actions raised in Health and Safety audits as directed by Deputy Hospitality Operations Manager.

### **Equality and Diversity**

- Deliver actions from Equality and Diversity audits in liaison with the Deputy Hospitality Operations Manager.

## Person Specification

Criteria	Essential	Desirable	Assessed by		
			A/F	I/T	R
<b>Qualifications</b>					
Maths GCSE (Grade C or above)	✓		✓	✓	
Educated to A level or equivalent	✓		✓	✓	
Management qualification		✓	✓	✓	
Intermediate Food Hygiene		✓	✓	✓	
HACCP Level 3		✓	✓	✓	
<b>Experience / Knowledge</b>					
Hospitality supervision	✓		✓	✓	
Financial variance reporting		✓	✓	✓	
Staff management	✓		✓	✓	
Staff training		✓	✓	✓	
IT Literacy – MS Office	✓		✓	✓	
Managing functions and events		✓	✓	✓	
Stock and cash control	✓		✓	✓	
EPOS systems	✓		✓	✓	
Health & Safety regulations	✓		✓	✓	
Licensing Laws		✓	✓	✓	
Working within sales driven environment					
Excellent written and oral communication skills to include business reporting.	✓		✓	✓	
	✓				
<b>Attributes</b>					
<ul style="list-style-type: none"> <li>Excellent organisational skills - ability to plan own workload, manage multiple task &amp; priorities, work in a high volume environment.</li> </ul>	✓			✓	✓
<ul style="list-style-type: none"> <li>Must possess excellent customer facing skills and focus on service recovery.</li> </ul>	✓			✓	✓
<ul style="list-style-type: none"> <li>Able to form effective working relationships with other team members, with ability to lead and motivate.</li> </ul>	✓			✓	✓
<ul style="list-style-type: none"> <li>The ability to empower others by delegating responsibility whilst maintaining accountability.</li> </ul>	✓			✓	✓
<ul style="list-style-type: none"> <li>Must possess ability to gain co-operation when faced with resistance.</li> </ul>	✓			✓	✓
<ul style="list-style-type: none"> <li>Ability to work independently within parameters specified by the Deputy Hospitality Operations Manager.</li> </ul>	✓			✓	✓
<ul style="list-style-type: none"> <li>Able to cope under pressure and adapt to changing priorities.</li> </ul>	✓			✓	✓
<ul style="list-style-type: none"> <li>Ability to balance working to specific procedures whilst using initiative to enhance sales and facilities.</li> </ul>	✓			✓	✓

Code: A/F – Application form, I/T – Interview/Test, R - References