

## Job Description: Catering Supervisor

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<b>Job Title:</b>	<b>Catering Supervisor</b>
<b>Responsible to:</b>	<b>The General Manager</b>
<b>Salary:</b>	<b>£9 per hour</b>
<b>Hours of work:</b>	<b>25 hours per week (flexible over 7 days – includes some evening &amp; weekend work)</b>
<b>Annual leave:</b>	<b>4 weeks (excludes Bank Holidays)</b>
<b>Probation period:</b>	<b>3 months</b>
<b>Notice period:</b>	<b>2 weeks</b>

**Job Purpose:** Reporting to the General Manager, this role provides an essential function in the smooth day to day running of our Community Cafe in Ashington Life Centre and the provision of catering services for events and other internal functions. Support, supervise & train staff and volunteers. Passion, creativity and enthusiasm for good food, excellent customer service and personal presentation is essential.

As the Catering Supervisor, you would optimise the quality of the food and customer service and drive business development with the aim to grow the business and generate a profitable income that will support the Charity's core services. To develop menus and manage budget spend on food, staffing and control of food waste and ensure set targets on spend are achieved. Monitor health and safety compliance and safeguard the top rating of 5-star food and hygiene rating. Be a champion for food standards, customer service and quality with in your area.

You would also want to be part of an organisation that genuinely helps make a difference to local residents' lives.

#### **Primary Duties & responsibilities:**

- To supervise the running of the cafe and provide nutritional meals for clients and visitors
- To have accountability for the day to day running of the catering service, and the in-house events catering service. To motivate your team to deliver a high quality customer service experience
- To ensure quality control measures and hygiene systems are achieved at all times and motivate your team and the front of house staff to work to the same high standard. Being responsible for the recruitment, training, supervising and motivating volunteers and casual staff
- Serve customers and demonstrate a high level of customer care
- Develop exciting seasonal menus for the café in conjunction with the General manager and cost these accurately
- Keep café, kitchen and servery areas well presented, safe and clean
- Lead on the preparation and cooking of food menu
- Identify stocking needs and ensure adequate levels of ingredients/stocks are maintained
- Follow opening up and closing down procedures daily
- To manage and review cleaning rota/s and opening/closing down procedures
- Report on a regular basis to the General manager
- Adherence to all Food Hygiene and Health & Safety Regulations in the café
- To monitor health and safety compliance and safe guard the top rating of 5-star food and hygiene rating

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- To achieve food budget cost controls, ensuring minimum wastage
- Ensure all catering related paper work is filed correctly and report monthly to the General Manager on cost controls, spend and income generated
- To ensure food is consistently presented to the customer in a clean safe manner.
- Be the main point of contact for catering enquires for clients looking to host events

#### **To carry out any other required task or project as asked for by the General Manager**

- To work in partnership with the General manager on innovation and development of the café and food menus.
- To attend appropriate training and supervision sessions
- In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the General Manager, from time to time.
- To work safely in the workplace with regard to the Real Deal Plus's Health and Safety policies, procedures and safe working practice. To be responsible for your own health and safety and that of other employees and service users
- Work within Real Deal Plus's Equalities and Diversity Policy through personal example, open commitment and clear action, ensuring fair treatment in employment, service delivery and external communications
- Adhere to Real Deal Plus policies and procedures on confidentiality and the management and sharing of information; and to work at all times within the established policies and practices of the Charity
- Undertake other duties that are within the scope, spirit and purpose of the job that from time to time may be required

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**Person Specification: Catering Supervisor**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	Level 3 Food hygiene certificate as minimum	Certificate in First Aid Professional cookery qualification
<b>Experience</b>	<p>Experience of working as chef/cook, preparing and cooking different types of foods</p> <p>Experience of developing menus, catering packages and promotions</p> <p>Track record of managing a catering service diligently and profitably</p> <p>Managing budgets</p> <p>Good leadership and organisation skills</p> <p>Ability to work effectively as part of a team</p> <p>Having an enthusiastic drive and a positive 'can do' attitude</p> <p>Want to be part of something the genuinely helps make a difference to local people's lives</p>	<p>Experience of developing marketing initiatives to drive sales</p> <p>Experience of managing a high quality catering service, including a café or restaurant and events catering for large private parties/events to a high standard</p>
<b>Knowledge and understanding</b>	<p>A passion for good food and an understanding of food trends</p> <p>Basic understanding of IT and Office software for paperwork and recording purposes</p> <p>High personal integrity, honesty, good timekeeping, inter-personal skills, ability to work under pressure, whilst remaining patient and calm when dealing with clients and colleagues</p> <p>Strong written and verbal communications skills</p> <p>Excellent people skills to inspire a catering team of volunteers</p> <p>Sound knowledge of Health and Safety, particularly around food hygiene</p>	<p>Knowledge of using social media to promote a catering service</p> <p>High level of self-motivation, with the ability to take initiative; a self- starter</p>