

Job Description

Job Title:	Catering Supervisor
Reports to:	Front of House Manager (In their absence, Senior Catering Team)
Responsible for:	Catering Assistants

Purpose of Job:

- To support the Senior Catering Team in delivering a first class, nutritious food service to all Pupils, Staff and Visitors
- To support the Front of House Manager in ensuring departmental set standards are met and maintained
- To effectively and efficiently supervise the team of Catering Assistants rostered on shift and to provide the highest possible standards of service to all customers visiting the Catering department
- To maintain par levels of catering consumables & cleaning products

Main Duties and Responsibilities:

- To lead the shift by supervising the team, to ensure an efficient and professional food service performance
- Work alongside the Catering Management Team on a duty rota basis to ensure appropriate and adequate supervision of all meal services, setting an example of excellent working practises to maintain a safe working environment for all Royal Russell Staff members and Visitors
- Lead by example to team members, to attain and maintain high standards of cleanliness of all equipment used for food, by continually demonstrating strong hygienic working practises. Adhering to the departmental HACCP policy & Hygiene legislation.
- Ensure requested food allergies and intolerances or other dietary requirements are catered for, without risk of contamination, by maintaining high standard of cleanliness of all service equipment.
- Assist the Front of House Manager to ensure a professional meal service by prompt, efficient preparation of all food service areas
- Present a professional and helpful image to all our customers.
- Liaise with the Front of House Manager when standards are not being met, to work on strategies to correct any issues.
- Monitor the set cleaning schedules in association with Front of House Manager, periodically review and rewrite as necessary
- Organise and supervise departmental deep clean by Catering staff during School closedown periods. Audit the work produced to ensure it reaches the set standards.
- Communicate to Front of House Manager (In their absence the Senior Catering Team) any faulty or broken equipment that could impact in a negative manner the services provided.
- Keep abreast of Health and Safety legislation and report any deviances from this to the Senior Catering Team
- Keep abreast of best Industry practice, suggesting ideas and working methods that will enhance the Catering department in a positive way
- Ensure effective security of the Catering areas, during and after shift, including store rooms, external entrances, as well as keeping safe any keys issued to you.
- Supervise opening and closing procedures to ensure that all pre and post service checks have been completed to the required standard.

- Ensure the delivery of a high quality support service at all times
- Ensure confidentiality within the Department is maintained at all times
- Assist with periodic stock taking
- Carry out any reasonable request from the Senior Catering Team, or Senior School Leadership Team
- Assist with Hospitality & Events in conjunction with the Hospitality Supervisor

General responsibilities:

- Ensure the safety and well being of children and young people at the School by adhering to and complying with the School's Safeguarding and Child Protection Policy at all times.
- Maintain a safe working environment including working practices, equipment, fixtures and fittings at all times.
- Ensure standards of appearance, personal hygiene and behaviour is in keeping with the Royal Russell School ethos and legal requirements of Health & Safety and Hygiene.
- Preserve and enhance the reputation of the School at all times, ensuring disputes or concerns are resolved within the correct forum as per the Personnel Handbook.
- Adherence at all times to Health & Safety legislation, and all departmental policies and procedures, to ensure the safety of you and colleagues as well as pupils, staff and visitors.
- Attend training and staff INSET sessions organized by the school to provide a consistent approach across the entire school staff population.
- Display correct staff identification at all times whilst on site.
- Maintain stock levels of catering consumables and assist with monthly stocktaking

You will undertake other such specific duties which may from time to time be reasonably assigned by your manager. Where such duties amount to more than a temporary adjustment to the main responsibilities of this job description, it will be amended accordingly. This job description will, in any case, be subject to periodic amendment whenever the appraisal process helps reveal and define significant changes in your role within the school.

Hours of Work

The Catering Department is fully operational between the hours of 6.30 am and 8.00 pm during term time, and continues to run during the School close down periods. Some flexibility in approach to hours will be required.

May 2021

Person Specification – Catering Supervisor

The person specification focuses on the range of criteria required to undertake the role effectively. Candidates will be assessed from their Application Form and personal statement (A), interview (I) and by an exercise (E), Task (T) or Lesson Observation (L) as appropriate.

Criteria	Essential	Desirable	Measured by/evidence
Education and Qualifications	<ul style="list-style-type: none"> GCSE in Maths and English at Level 4 or above, or equivalent Basic Food Hygiene qualification A commitment to continuing professional development 		A A I
Knowledge and skills	<ul style="list-style-type: none"> Numerate and Literate Computer literate Ability to provide high standards of service at an event, and remain calm whilst under pressure Confident communicator at all levels Passionate and creative approach in delivering service excellence A positive, can-do attitude Ability to work on own initiative to a high standard as well as collaboratively within a Team setting Warm open personality with an approachable and professional manner A flexible approach to change and problem solving 	<ul style="list-style-type: none"> Recent experience of MS Office packages Current UK driving licence 	A/I T A/I A/I A/I I I I A/I
Experience	<ul style="list-style-type: none"> Previous experience in a similar role within the broader Catering & Hospitality sector Experience of supervising staff 	<ul style="list-style-type: none"> Previous experience in the independent sector 	A A
Personal competencies and qualities	<ul style="list-style-type: none"> Well-presented and professional appearance Strong customer service skills Physically fit, able to bend easily and lift weights of up to 25kg 		I I I
Other requirements	<ul style="list-style-type: none"> Commitment to promote and safeguard the welfare of children, young persons and vulnerable adults Willingness to work flexible hours, including weekends, evenings and late nights dependent on the function schedule Empathy with the ethos and aims of Royal Russell School 		

I acknowledge receipt of this job description dated May 2021 and agree to undertake the duties and responsibilities contained within it. I understand and accept that the contents of this job description may be varied at a later date to include other responsibilities of an equivalent level in line with my qualifications, skills and experience.

Signed:

Dated: