# Role Specification

## Section 1 – Job Description

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| 1.1 | Job Details | |
| Job Title | | Retail catering Supervisor |
| Business Unit/Division | | Healthcare & Education |
| Location | | ELFT The John Howard Centre |
| Responsible to | | Catering Manager |
| Salary | | £15.07 |

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| 1.2 | Introduction and overall purpose of the role | |
| You will be the welcoming face of the John Howard centre, providing every customer with a smile, you will be an experienced Barista with exceptional customer service skills.  You will be an inspirational leader, ensuring your teams communicate with the chefs to ensure a seamless service.  To support the Catering Manager in leading a team of catering, domestic and porters to deliver a fully integrated facilities service, managing the teams to ensure efficient and effective service provision in line with agreed budgets and service specifications. Monitor and report on the quality and financial performance of services within the scope of the contract. Aim to continuously improve the service delivery to the client. You will perform these duties in a professional manner and strive to exceed customer expectations, never over promising or under delivering.  **Health & Safety Purpose** – To take a direct interest in Food Safety, Health & Safety for yourself, your subordinates and others who may be affected by your work activities. | | |
| 1.3 | Main Duties & Responsibilities of the Role | |
|  | To ensure all marketing, point of sale, and Epos is updated | |
|  | To apply quality control measures to ensure that the catering service stream is in accordance with service delivery and specifications | |
|  | To organise all staffing levels in line with the budgeted hours, always ensuring the provision of adequate personnel cover in line with the contract specification. | |
|  | All recruitment inducting, training/refresher training and development of catering, staff in line with company procedures, including mandatory training. | |
|  | Maintain of all employee attendance records for holiday & sickness. | |
|  | To ensure all staff report for duty at the correct times, clocking in/out using the Timegate system. | |
|  | Check weekly that all shifts are entered into the Timegate system, to include site cover and overtime. | |
|  | Management of the AIP (Honeydew) for all employees, return to work and first line absence meetings in line with the OCS policy. Monthly report forwarded to the Contract Manager on the absence levels. | |
|  | To direct activities of all subordinates, ensuring that they are professionally trained to competently carry out their duties and responsibilities. Ensuring that they acknowledge and accept a personal responsibility for safety and working in line with all health and safety procedures. | |
|  | You must ensure that all adverse events and near misses are reported in accordance with the company procedure | |
|  | To complete counselling notes, file notes and investigatory hearings when required in line with OCS and client policies. | |
|  | To oversee use and take responsibility for all equipment and machinery used. Report any defects or defaults oof equipment/machinery to your line manager. | |
|  | All equipment/machinery to be clean, maintained and stored to the required standard. | |
|  | Ordering and control of consumables and materials in line with the agreed budgets. | |
|  | Quality monitoring in partnership with the Trust requirements, in line with the contract specification. | |
|  | Take responsibility for all cash and cash accounting on site and ensure this is maintained as per company policy. | |
|  | Completion and collating of monthly stocktaking at sites for consumables, foods, and non-food items | |
|  | Ensure reactive jobs are responded to and closed out in the allocated time. Along with discussing continuing issues with the Contract Manager and plan for improvement. | |
|  | Ensure periodic/deep cleaning is carried out correctly and in accordance with the agreed schedule and the associated forms are completed. | |
|  | Take responsibility for ensuring that a safe system of work is produced and communicated to employees prior to the commencement of the work activity. | |
|  | Always comply with all company policies and procedures. | |
|  | To ensure all staff are wearing the correct uniform at all time | |
|  | To carry out any other reasonable duties requested by the Catering Manager or company. | |
|  | Ensure all catering and cleaning paperwork/Audits are completed to company standards and filed accordingly for audit purpose. | |
| 1.4 | Scope of the Role | |
|  | Geographic area of responsibility: |  |
|  | Turnover: |  |
|  | Total number of employees: |  |
|  | Expenditure authorisation level: |  |

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| 1.5 | Health & Safety accountabilities |
|  | Communicate regularly with colleagues through formal and informal channels on safety matters to ensure that there is a free flow of ideas, and that morale remains high. |
|  | Ensure that the OCS safety image is reflected positively through your actions and those of your colleagues. |
|  | Ensure that personal H&S competence and skill level is maintained i.e. attended Managing Safety programme and other Company safety events/Toolbox talks. |
|  | Take responsibility for ensuring that equipment is maintained and fit for purpose. |
|  | Ensure that work activities are effectively managed and supervised. |

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| 1.6 | Critical Performance Measures (CPMs) / Objectives |
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# Role Specification *(continued)*

## Section 2 – Person Specification

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| 2.1 | Educational Level |
| * General education with sound knowledge of MS Office, Excel, PowerPoint, Word, | |

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| 2.2 | Professional Qualifications required for the job- (particularly for compliance purposes or technical requirements of the role) |
| * Food Safety L3 * IOSH * Health & Safety L3 * Allergen Awareness/Natashas Law * Driving licence – not essential | |

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| 2.3 | Experience –previous experience –desirable/essential for technical competence of the role |
| * A minimum of 2 years supervisory experience in catering * Barista 2 years * Customer service 2 years * Restaurant service 2 years * Contract Catering 2 years | |

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| 2.4 | Personal Characteristics/Attributes |
| * Excellent personnel management skills * Strong motivational and team building skills * A resilient and robust nature is essential * An autonomous self-starter who will take ownership for a diverse team * Customer Focused | |

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| 2.5 | Core Skills | Rating (\*) | Assessment Tool |
|  | Focusing on the Customer |  | 111 |
|  | Achieving Results |  |  |
|  | Problem Solving |  |  |
|  | Team Working |  |  |
|  | Communicating & influencing |  |  |
|  | Developing People |  |  |
|  | Specialist Knowledge (Please Specify) |  |  |

(\*) Ratings from 1 to 5. Where “1” indicates that the core skill is not relevant to the role and “5” indicates a core skill which is fundamental to the role

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| 2.6 | Other Details |  | |
| Drivers Licence required | | No |  |
| Flexible Working | |  |  |
| *If yes, please specify: During incidents, the analyst role may be required to work out of core office hours to support OCS recovery.* | |
| Other | |  | |

# Role Specification

## Section 3 – Acceptance of role

REVISIONS:

The Company reserves the right to alter these responsibilities, and you will be advised of any change through the normal method of communications.

***AGREEMENT:***

I confirm that I have read and agreed with the responsibilities specified within Section 1: Description of the role.

*Signature Date*

*(Individual Job Holder)*

*Signature Date*

*(Line Manager)*

*Signature Date*

*Divisional HR / Group HR Director)*

*(Divisional / Group HR Director)*