

Food and Beverage Supervisor

Job Ref: REQ17891

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Campus Living is the campus hospitality provider at Loughborough University. We provide accommodation and catering within our halls of residence and within our various food and bar outlets for students, staff and visitors.

Job Description

Job Grade:

Operational Services Grade 2

Job Purpose

To provide a quality customer service in all retail areas, supervise staff members and open and close retail outlets.

Job Duties

Food & Beverage Duties

- Serve customers at the till points in the shops
- Serve customers drinks and food in the bars and cafes
- Operate computerised tills using correct prices and follow correct cash procedures
- Ensure all promotions and deals are correctly inputted into the till
- Use correct measures and prices
- Prepare food service areas / salad counters / hot cabinets for service
- Follow correct hygiene regulations and check / record food temperatures
- Ensure correct menus and prices are displayed
- Open and close areas following correct procedure forms
- Undertake daily and weekly cleaning following cleaning checklists
- Provide consistent quality customer service

Supervisor Duties

- Operate retail outlets without the constant supervision of a duty manager
- Open and close outlets
- Complete all paperwork efficiently, correctly and on time using appropriate check lists
- Cash up the tills and send till reports to a duty manager
- Complete daily safe checks and order change
- Order stock and keep stock levels to a correct level
- Deal with customer complaints and then report to a manager

Health, Safety & Hygiene

- Keep all bar/service areas clean
- Keep all catering equipment clean and safe
- Follow statutory requirements relevant to Food Hygiene & H&S

- Keep Fire exits free of obstruction
- Follow correct Accident Procedures.
- All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

Stock Control

- Complete monthly stock takes
- Replenish dry goods, supplies and disposables for service of food and hot beverages
- Replenish drink products
- Rotate Stock properly

Legislation

- Be aware of Licensing Regulations

Training

- Attend any relevant training courses, continue own personal development

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Assistant Manager

Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of working in a customer facing role	1, 3
	Previous retail experience including placing orders, stock control and till working	1, 3
	Experience of Supervising staff	1, 3
Skills and abilities	Ability to deliver excellent customer service	1, 3
	Ability to work using own initiative	1, 3
	Ability to work unsupervised	1, 3
	Ability to work well within a team	1, 3
	Sound knowledge of Food Hygiene & Health & Safety	1, 3
Training	Ability to follow correct and safe working practices	1, 3
	A willingness to undertake further training as appropriate and to adopt new procedures as and when required	3
Qualifications	GCSE or equivalent in Maths and English	1, 3
Other	Commitment to observing the University's Equal Opportunities policy at all times	3

Desirable Criteria

Area	Criteria	Stage
Qualifications	Basic Food Hygiene	1, 3

Conditions of Service

The position is on a full time (37 hours) open ended, term time (32 weeks) contract. Salary will be on Operational Services Grade 2, (£15,721 - £16,654 pro rata per annum) starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Informal Enquiries

Informal enquiries should be made to Michelle Carswell, Food & Beverage Operation Manager by email at M.Carswell@lboro.ac.uk or by telephone on 01509 223886.

Applications

The closing date for receipt of applications is **Sunday 24 September 2017**.