

Message from the Director of Estates and Facilities Management

Dear Colleague,

Loughborough University is a fantastic place to work and study. There is a real pride in the University that touches everyone associated with it. We want to attract and retain the best people to work in our Maintenance and Engineering team at Loughborough University and believe that we offer an attractive total reward package that includes: generous index linked pension, generous holiday allowance, access to sporting facilities and gym membership at staff rates and many other benefits. We hope that you will apply and look forward to meeting you

Throughout our history we have built upon our distinctive characteristics and enhanced our strengths. Our origins in 1909, as one of the UK's foremost technical institutes focused on meeting society's needs, set in train an ethos that is still evident at Loughborough today.

Our campus in the heart of Leicestershire – one of the largest in the UK, spanning 440 acres – provides a supportive and enriching environment with first-rate facilities for both staff and students. Loughborough is the largest single site University campus in the UK at 440 acres; it is located close to a market town and is only minutes away from the motorway network. The Estate is in a sylvan setting, with a huge variety of academic, residential, commercial and sports facilities and is 362,000 sq. m in total. There are 154 buildings as well as a further 85 acres that is currently agricultural land adjoining campus that has planning permission for the further development of the Loughborough University Science and Enterprise Park (LUSEP) and is part of an Enterprise Zone. Our Facilities have been voted the best in the UK for the last five years in the Time Higher Student Satisfaction survey and voted the best in the WhatUni 2018 and 2019 awards.

Graham Howard

Job Title: Food & Beverage Supervisor

Job Ref: REQ250901

General Details	
Job Title:	Food & Beverage Supervisor
Professional Service:	Catering, Domestic & Residential Services
Location	Loughborough University
Tenure:	Open ended – Part Time
Hours/FTE	30 hours per week
Grade/Salary	Operational Services Grade 2 - £12.60 to £12.74 per hour
Holiday	36 days inclusive of 8 Bank holidays and 6 University closure days
Pension	Automatic enrolment into the Local Government Pension Scheme
Starting date:	As soon as possible

Job Purpose
To provide a quality customer service, supervise staff members and open and close food service and retail outlets.

Management & Supervision	
Reporting to:	Assistant Dining Hall Manager, Dining Hall Manager or Duty Manager

Responsibilities
General Duties • Prepare food service areas for service • Check and maintain stock levels of cutlery, crockery and glassware, reporting any deficiencies • Ensure all promotions and deals are correctly inputted into the till • Ensure correct menus and prices are displayed • Serve customers food and beverages in the bars and cafes • Use correct measures and prices • Serve customers at the till points • Operate computerised tills using correct prices and follow correct cash procedures • Basic food preparation • Follow correct hygiene regulations • Check and record food temperatures • Movement of chairs/tables within locations as necessary • Undertake daily and weekly cleaning following cleaning checklists/procedures • Open and close areas following the correct procedure forms • Report defective equipment or damage to the building Supervisor Duties • Responsible for supervising a small group of staff • Supervising of the service of foods and beverages at events across the University • Operate retail outlets without the constant supervision of a Duty Manager

- Open and close outlets /buildings
- Complete all paperwork efficiently, correctly, and on time using appropriate check lists
- Cash up the tills following set procedure
- Complete daily safe checks and order change
- Order stock and keep stock levels to a correct level
- Check delivery notes/invoices against supplier documentation and report any anomalies
- Basic data entries on to computerised system

Customer Service

- Provide consistent quality customer service
- Answer general customer queries and provide follow up as required
- Deal with customer complaints in the first instance by taking appropriate actions, and report all complaints to Line Manager

Stock Control

- Complete monthly stock takes
- Replenish dry goods and supplies as required
- Rotate stock following set procedures

Delivered Service – Additional General Duties

- Preparing and checking orders for delivered catering
- Cleaning and stock replenishment for beverage facilities campus wide
- Driving of delivered service vehicle (small van)

Health, Safety & Hygiene

- Maintain high standards of hygiene and cleanliness both personally and in food service and retail outlets
- Keep all catering equipment clean and safe
- Follow statutory requirements relevant to Food Hygiene & Health & Safety
- Keep Fire exits free of obstruction
- Follow correct accident procedures
- Maintain a high degree of security at all times reporting any suspicious circumstances
- 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.

Legislation

- Be aware of Licensing Regulations
- All food Handlers are bound by the following legislation:
 - Food Law code of Practice (England) 2008
 - Food Hygiene (England) Regulations 2006
 - The Food Safety & Hygiene (England) Regulations 2013

Training

- Attend any relevant training courses, continue own personal development

Professional Development

Loughborough University supports the professional development of colleagues and encourages continuous professional development to ensure professional skills and knowledge are maintained.

Conditions of Service

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/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, where operational needs allow, 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/>

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.

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.

Organisational Responsibility

The role holder will report directly to the Duty Manager

Person Specification

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
	Ability to lead a small team and carry out set duties	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
	Hold a full driving licence* (Delivered Service positions only)	1, 3
Other	Commitment to observing the University's Equal Opportunities policy at all times	3

To meet the requirements set by the University Insurers all employees who are required to drive as part of their job role must be aged 21 or over. Drivers of the age of 18 – 20 may be employed but will be required to undergo a driving training/competence programme

Desirable Criteria		
Area	Criteria	Stage
Experience	Experience of working within the hospitality sector	1, 3
Qualifications	Basic Food Hygiene	1, 3
	Customer Service qualification	1, 3