JOB DESCRIPTION

Post title: Catering Supervisor
Department: Estates & Facilities
Faculty: Professional Services
Career pathway: CAO
Level: 2b
*ERE category: N/A
Posts responsible to: Assistant Catering Manager (3)
Posts responsible for: Catering Assistants (1a)
Post base: Non Office-based (see job hazard analysis) Multi site

Job purpose

Supervise the day-to-day operation of designated catering unit to ensure the timely provision of a consistently high level of catering service at all times, ensuring that customer expectations are met and exceeded wherever possible.

To comply with all statutory and University Governance requirements (the Health & Safety at Work Act, University Food Safety Management Policy) and to report to your line manager any signs of non-compliance within your work areas.

Plan and prioritise tasks for Catering Assistants within your designated unit.

<table>
<thead>
<tr>
<th>Key accountabilities/primary responsibilities</th>
<th>% Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Till transactions, float and safe checks. Ensure Catering assistants are fully briefed and staff levels meet anticipated business levels. Ensure allocated areas are kept clean and safe at all times, deal with customer enquiries, elements of troubleshooting.</td>
<td>25 %</td>
</tr>
<tr>
<td>2. Co-operate with the management in the planning and implementation of standard operational procedures (SOPs) and all other relevant work-based training to include risk assessments.</td>
<td>20 %</td>
</tr>
<tr>
<td>3. Promote morale and wellbeing within the catering team based on the department’s vision and core values.</td>
<td>10 %</td>
</tr>
<tr>
<td>4. To ensure that stock levels are maintained to the required level being mindful when placing orders of both business needs and financial controls. Also carrying out stock checks as and when required. Dealing with suppliers and contractors in a professional manner.</td>
<td>10 %</td>
</tr>
</tbody>
</table>
5. Comply with all financial procedures and report any non-compliance to your line manager.

6. Together with management be able to organise, prepare and plan for the week ahead, ensuring adequate staff cover at all times including evenings and weekends if necessary, whilst keeping to budgets and staff contracted hours.

7. Ensure that staff are adhering to the cleaning rota, using the correct chemicals, equipment and PPE. Ensure all staff are familiar with and the mandatory daily records are completed. To report to your line manager any concerns or non-compliance of catering procedures and policies within your designated area.

8. Promote new products and any special offers, actively "up-sell" to all customers and train your team to do likewise.

9. To attend meetings and training courses as required by the management team. Any other duties as allocated by the line manager commensurate with the grade of the position, following consultation with the post holder.

<table>
<thead>
<tr>
<th>Internal and external relationships</th>
<th><a href="https://intranet.soton.ac.uk/sites/hr/pathways/CAO/SitePages/Pathways">https://intranet.soton.ac.uk/sites/hr/pathways/CAO/SitePages/Pathways</a> and PPDR (Appraisal).aspx</th>
</tr>
</thead>
</table>
| All Catering, Hospitality and Conference staff including other managers and supervisors. University staff, students and other visiting customers.
External suppliers
Visitor and prospective students on open days and other occasions. |

**PERSON SPECIFICATION**

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Essential</th>
<th>Desirable</th>
<th>How to be assessed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualifications, knowledge and experience</td>
<td>Good numeracy and literacy skills with a strong command of the English language both oral &amp; written. Knowledge of Health &amp; Safety Issues Learning gained through work experience and training in a similar busy supervisory role Experience with EPOS systems Good computer skills Level 2 Food Hygiene certificate</td>
<td>Level 3 Food Hygiene certificate Health &amp; Safety certificate</td>
<td>Application &amp; Interview Interview Application &amp; Interview Interview Application &amp; Interview Application Application</td>
</tr>
<tr>
<td>Planning and organising</td>
<td>Minimum 2 years' experience in similar busy role.</td>
<td>Application &amp; Interview</td>
<td></td>
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<td>-------------------------</td>
<td>-------------------------------------------------</td>
<td>-------------------------</td>
<td></td>
</tr>
<tr>
<td>Problem solving and initiative</td>
<td>Able to solve basic problems by adhering to established practices and procedures</td>
<td>Application &amp; Interview</td>
<td></td>
</tr>
<tr>
<td>Management and teamwork</td>
<td>Able to ensure any staff managed or supervised are focused on allocated tasks and are aware of service standards. Able to contribute to team efficiency through sharing information and constructively supporting others. Able to maintain a positive outlook and show flexibility to new ideas and approaches, consistently achieving and striving to exceed service standards</td>
<td>Application &amp; Interview</td>
<td></td>
</tr>
<tr>
<td>Communicating and influencing</td>
<td>Able to seek and clarify detail, able to explain procedures and provide assistance where necessary.</td>
<td>Interview</td>
<td></td>
</tr>
<tr>
<td>Other skills and behaviours</td>
<td>Be self-motivated and able to work in a busy environment.</td>
<td>Application &amp; Interview</td>
<td></td>
</tr>
<tr>
<td>Special requirements</td>
<td>Must be able to be flexible with hours &amp; days worked as there may be a need to work some evenings and occasional weekends. Must be prepared to work extra hours during busy periods: October to December, Graduation weeks and Open days.</td>
<td>Interview</td>
<td></td>
</tr>
</tbody>
</table>
## JOB HAZARD ANALYSIS

Is this an office-based post?

- **☐ Yes**  If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.

- **☒ No**  If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

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### ENVIRONMENTAL EXPOSURES

<table>
<thead>
<tr>
<th>Environmental Exposures</th>
<th>Occasionally (&lt;30% of time)</th>
<th>Frequently (30-60% of time)</th>
<th>Constantly (&gt; 60% of time)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outside work</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extremes of temperature (eg: fridge/ furnace)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>## Potential for exposure to body fluids</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>## Noise (greater than 80 dba - 8 hrs twa)</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequent hand washing</td>
<td></td>
<td>x</td>
<td></td>
</tr>
</tbody>
</table>

### EQUIPMENT/TOOLS/MACHINES USED

- **## Food handling**
  - x

- **## Driving university vehicles (eg: car/van/LGV/PCV)**
  - x

- **## Use of latex gloves (prohibited unless specific clinical necessity)**
  - x

- **## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)**
  - x

### PHYSICAL ABILITIES

- Load manual handling                            | x                            |
- Repetitive crouching/kneeling/stooping           | x                            |
- Repetitive pulling/pushing                       | x                            |
- Repetitive lifting                               | x                            |
- Standing for prolonged periods                   | x                            |
- Repetitive climbing (ie: steps, stools, ladders, stairs) | x |
- Fine motor grips (eg: pipetting)                | x                            |
- Gross motor grips                                | x                            |
- Repetitive reaching below shoulder height        | x                            |
- Repetitive reaching at shoulder height           | x                            |
- Repetitive reaching above shoulder height        | x                            |

### PSYCHOSOCIAL ISSUES

- Face to face contact with public                 | x                            |
- Lone working                                     | x                            |
- **## Shift work/night work/on call duties**      | x                            |

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## ENVIRONMENTAL EXPOSURES

- Extremes of temperature
- Noise (greater than 80 dba - 8 hours TWA)
- Potential for exposure to body fluids
- Exposure to hazardous substances
- Frequent hand washing

## EQUIPMENT/TOOLS/MACHINES USED

- Food handling
- Driving university vehicles
- Use of latex gloves
- Vibrating tools

## PHYSICAL ABILITIES

- Load manual handling
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## PSYCHOSOCIAL ISSUES

- Face to face contact with public
- Lone working
- Shift work/night work/on call duties

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## ENVIRONMENTAL EXPOSURES

- Outside work
- Extremes of temperature
- Noise (greater than 80 dba - 8 hours TWA)
- Potential for exposure to body fluids
- Exposure to hazardous substances

## EQUIPMENT/TOOLS/MACHINES USED

- Food handling
- Driving university vehicles
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