

# JOB PROFILE

<b>Job Title:</b>	Catering Supervisor
<b>Service Area:</b>	Hitchin Town Hall & North Hertfordshire Museum Enterprise Directorate
<b>Grade:</b>	4
<b>Reporting Manager:</b>	Catering Manager
<b>Direct reports:</b>	Daily oversight of Catering Assistants x 2 Seasonal Catering Assistants x 2

## Job summary:

To oversee the operation of the Catering facility at Hitchin Town Hall/North Hertfordshire Museum and Bancroft and Howard Park Kiosks. To provide value for money, quality services to the customer.

To monitor the perception of the service provided and respond to enquiries, complaints, suggestions etc.

To control quality and timeliness of catering supplies, fresh produce, and food production.

## Key responsibilities:

### 1 Operational Responsibilities

- Responsible for Customer Care*
  - Maintain and improve on the standards of service provided.
  - Provide services that meets the needs of your customers, by ensuring an efficient, effective, professional & friendly service.
  - Maintaining a clean, safe and welcoming environment for the enjoyment and welfare of the users.
- Supervisory role for catering staff*
  - To take on large majority of food preparation whilst training directly subordinate staff.
  - To ensure effective communication between staff.
- Responsible for Health & Safety and Cleaning.*
  - To maintain safe systems of work.
  - To ensure the highest standards of hygiene and cleanliness are maintained at all times in accordance with the Safer Food Better Business regulations
  - To ensure that all consumables are fit for consumption.
  - To ensure that all foods are cooked to the required temperature.
- Responsible for Ordering*
  - Manage agreed procedure & systems.
  - Monitor & maintain procedure & systems regarding ordering, delivering and storage.
- Responsible for Stock Control*
  - Maintain adequate stock levels to ensure goods are always available.
  - Stock rotation on a daily basis to maintain quality and prevent wastage.
  - Stock is stored at the correct temperature & displayed to conform to good practice & meet customer expectations.
- Responsible for all Catering Equipment*

- To ensure all equipment are maintained in good working order.
- To be responsible for cooking to order and familiar with the workings of kitchen equipment.
- To report/action faults with equipment immediately to the appropriate Officer/Company.

## 2 Management Responsibilities

1. To provide line management in the absence of Catering Manager to all catering staff.

[Generic responsibilities](#) apply.

<b>Key Requirements:</b>	*
<b>Qualifications:</b> <ul style="list-style-type: none"> <li>• Level 2 Literacy and Numeracy</li> <li>• CIEH Level 2 Award in Food Safety in Catering or equivalent level 3 expected to be completed in 4 weeks of post</li> <li>• NVQ Level 2 in Catering &amp; Hospitality or equivalent.</li> <li>• Level 3 Food Safety</li> <li>• Allergens Awareness training</li> </ul>	E E D D D
<b>Job related experience &amp; knowledge:</b> <ul style="list-style-type: none"> <li>• Minimum of 1 years experience in a supervisory catering role.</li> <li>• Minimum of 1 years' experience managing a catering team.</li> <li>• Knowledge Health and Safety legislation relevant to the post.</li> <li>• Experience of cash handling and reconciliation</li> </ul>	D D D E
<b>Skills &amp; attributes required for the role:</b> <ul style="list-style-type: none"> <li>• Experience of organising a catering operation, including the ordering and monitoring of stock.</li> <li>• Experience of prioritising a workload</li> <li>• Ability to supervise and delegate effectively within a team.</li> <li>• Experience of interacting well with all members of the public in a polite and friendly manner</li> <li>• Experience of working efficiently within a catering environment.</li> <li>• Confident in conversing in fluent English which is sufficient to fulfil all spoken aspects of the role</li> <li>• Assertive, confident and reliable.</li> <li>• Ability to deal with customers complaints efficiently and effectively.</li> <li>• Ability to work under pressure</li> <li>• Experience of implementing systems and procedures relating to a catering operation.</li> </ul>	E E E E E E E E E D
<b>Other:</b> <ul style="list-style-type: none"> <li>• Clean UK driving license and access to a vehicle</li> </ul>	E

\*E = Essential D = Desirable

Signed..... Employee

Date.....

