JOB DESCRIPTION

Job title: Catering Team Leader

Reports to: Catering Shift Managers, Deputy Catering Manager, Catering Manager

Department: Catering

Direct reports: Catering Team Members

Date: February 2019

JOB PURPOSE & GENERAL INFORMATION
To lead the allocated Catering Team, to ensure the smooth operation of the catering outlet you are given responsibility for on each shift, and to maintain very high standards of customer service and food/beverage quality at all times. Leading and motivating staff, working beside them in the catering outlet and ensuring consistent excellent quality of product and service for student members and customers.

MAIN DUTIES AND RESPONSIBILITIES

Staff Supervision & Support
- To ensure the Catering Team Members provide an exceptional standard of service in all Students’ Association outlets and practice excellent standards of team work to maintain and deliver high standards of performance within their teams.
- To assist in any induction, training and development processes for Catering Team Members.
- To maintain a positive, friendly working environment.

Standards & Service
- To support and motivate Catering Team Members to ensure excellent standards of service in all our catering outlets, ensuring they deliver on high standards of expectation from their teams.
- To directly lead a team in a number of our catering outlets, working with Managers and Catering Team Members in those outlets to ensure consistent high standards of product and service.
- To ensure that all front of house catering equipment is maintained in a clean and operational state before and after shifts and that it is secure.
- To personally provide a very high standard of customer service and to maintain a charismatic, presentable and calm attitude at all times.
- To ensure the standard of information inputted into the EPOS system is accurate, detailed and sufficient to facilitate the work of the Business Support and Controls Team.
- Working with the Deputy Catering Manager, to ensure all staff are inducted, trained and inspired to provide customer service of very high quality and consistency.
- To ensure operational procedures and agreed standards of cleanliness and hygiene are implemented, including practices as stipulated by Environmental Health.
Business Development & Efficiency

- To assist the Catering Shift Manager to ensure the Catering outlets run at maximum profitability within the set price structure.
- Working with the Business Support and Controls Manager to establish good working practices, following our cash procedures, which ensure that all goods and monies received are properly accounted for, secure, and that opportunities for theft are minimised.
- To assist the Deputy Catering Manager in any investigation of any cash or stock discrepancies and ensure they are properly accounted for.
- To ensure all catering service staff develop a strong understanding of the EPOS systems and ensure that these systems are used to their maximum benefit.
- Working with the Deputy Catering Manager to help identify and attract new customers, whilst maintaining the existing clientele and being the main point of contact for queries and complaints relating to our Catering outlets.

Supporting the Catering Management Team

- To deputise for the Catering Shift Manager in his/her absence taking responsibility for all their areas.
- To ensure that the Catering Shift Manager is updated on a regular basis on all aspects of the catering outlets, and to attend regular team meetings.
- To ensure the conditions of our licenses are strictly adhered to at all times.
- Any other appropriate duties as deemed necessary by the Deputy Catering Manager or their direct line managers

KEY RELATIONSHIPS

- Catering Manager & Deputy Catering Manager
- Catering Shift Managers
- All Catering Staff
- All Kitchen Staff
Other:

- The Students’ Association’s overall vision is that ‘all students at Edinburgh should have the power to shape their own future and enjoy a vibrant and cohesive student community where everyone is valued and respected’. Our staff have an essential part to play in achieving this vision. Every staff member at the Students’ Association, wherever they work, has the same responsibility.
- A commitment to the delivery of the Students’ Association’s Strategic Plan through the implementation of departmental plan activities
- A positive and respectful attitude to all Students’ Association staff, its management, the organisation as a whole, and its members, clients and partners
- To ensure that every student, staff member or visitor using any of our services has the best possible experience of that service and of the Students’ Association as an organisation.
- Adhere to and support Students’ Association’s Ethical, Environmental and Health and Safety policies and procedures
- A commitment to training and development of self and others
- Any other appropriate duties as reasonably required by your line manager, Departmental manager or Senior Management
### PERSON SPECIFICATION

**Job title:** Catering Team Leader  
**Date:** February 2019

**Person Summary:**  
An enthusiastic, confident and competent Team Leader with demonstrable experience of leading catering staff teams to a high standard with excellent levels of service.

A person with very high expectations of themselves and others, with a passion for great service, who takes pride in their work and that of their team, and who has the ability to maintain delivery at a consistently high standard.

### ESSENTIAL:

**Knowledge and Experience:**
- Experience of supervising or leading a team in a customer-focused catering role within the last year and/ or Qualifications relating to the food and beverage industry.
- The ability to demonstrate and engender a positive, helpful and welcoming attitude to members and customers.
- High personal standards of performance and pride in your work and high expectations of your team and organisation.
- A willingness to learn new skills as required and undertake appropriate training.
- Experience and understanding of EPOS systems relating to catering outlets.
- Basic Food Hygiene training or qualification
- A keen interest in food quality and standards of presentation.
- A good working knowledge of Health and Safety issues relating to catering outlets, all food hygiene legislation and new licensing legislation.
- Good product knowledge and how to deliver them to the highest quality standard.
- An understanding of how to control and monitor food portioning and wastage to attain G.P. targets.

**Personal skills and attributes:**
- A commitment to and understanding of ongoing staff professional development.
- Excellent communication and interpersonal skills.
- Strong organisational skills and the ability to prioritise.
- The ability to demonstrate a positive, helpful and welcoming attitude to members and customers.
- The ability to build and maintain good working relationships with fellow staff and members/customers and to be a positive role model as a team leader.
- The ability to maintain a mature and calm disposition.
- The ability to lead and motivate staff.
- A willingness to learn new skills as required and undertake appropriate training.
- Smart personal appearance.
- Enthusiasm, imagination and ambition.
- Flexibility in terms of hours worked/shift patterns.
**Human Resources**

**JOB DESCRIPTION & PERSON SPECIFICATION**

### Other:
- A very positive attitude towards Edinburgh University Students’ Association and a strong desire to work for the organisation and to help to support future developments to reach consistent standards of excellence for the whole organisation.
- A strong commitment to delivering a genuinely world leading student experience for our student members as well as for our customers.
- A strong commitment to the values of the organisation and a desire to make a positive contribution to those values.

### DESIRABLE:

**Knowledge and Experience**
- NVQ level 3 in Supervisory Skills.
- Experience of developing and delivering staff training and induction processes.

**Shared Values:**
Our core values are the most important way in which we define who we are. They guide our strategy, inform our everyday decisions and influence our behaviour, both as an organisation and as individuals representing the Students’ Association.
- Students first
- Home from Home
- A place for all
- Power to change

**Shared Competencies:**
- Communicating effectively
- Customer Focus
- Delivering results
- Initiative & Creativity
- Leading & Developing Teams
- Teamworking

For each of the above competencies, our competency framework describes the specific behaviors you need to demonstrate in this role. Within the competency structure, this is a Level 2 position.