Facilities Directorate  
Residential Services  
Devonshire Hall

Catering Supervisor

Hours of work: 35 hours per week normally 5 days over 7

Devonshire Hall provides accommodation for 542 students, 245 on a catered basis. As well as providing meals for students, Devonshire Hall also provides conference facilities for both day meetings in term-time and residential conferences during vacation periods.

We are seeking a Catering Supervisor to assist with the day-to-day supervision of dining room operations and staff, ensuring that a high standard of service is delivered at all times to students and other visitors.

You will have experience of working within a catering environment and of supervising staff. You will have excellent interpersonal and communication skills plus an ability to work under pressure and to prioritise and delegate to others.

Residence staff are required to provide a flexible service working as necessary to meet the needs of the business, this would normally equate to a 35 hour working week, 5 days over 7, including weekends and bank holidays.

University Grade 3 plus meals (£15,853 - £17,462 p.a.)

Informal enquiries may be made to Mrs Diane Haque, Assistant Manager (Food and Beverage), tel +44 (0)113 275 2593, email d.haque@leeds.ac.uk

Closing Date: 4 November 2016

Ref: FDRES1029

Click here for further information about working at the University of Leeds  
www.leeds.ac.uk/info/20025/university_jobs
Job Description

Responsible to: Director of Residential Services
Reports to: Assistant Manager (Food and Beverage)

Main duties and responsibilities

- Assist with the day to day supervision of dining room operations ensuring that a high standard of service is delivered at all times
- Provide outstanding customer care to residents and all other site visitors
- Assist the Assistant Manager with the day-to-day supervision, training and development of dining room staff. Help to plan and manage staff rotas, deploying staff as appropriate to meet the needs of the service
- Ensure that dining room staff maintain appropriate standards of performance and conduct and carry out their roles in line with set procedures
- Supervise the operation of the servery, ensuring that meals are presented and delivered to the highest standards
- Assist with the supervision and delivery of special functions (e.g. weddings)
- Liaise with VIP guests and senior University staff demonstrating sensitivity to both their needs and the needs of the student resident at the site
- In conjunction with the Assistant Manager, monitor and manage stock levels ensuring that all paperwork is completed accurately
- Accept deliveries, checking the accuracy of documentation and ensuring that it is passed onto the relevant staff in a timely manner
- Supervise cash handling within the dining room and ensure the accurate operation of the meal billing system
- Be aware of health and safety issues and take reasonable precautions to ensure the health and safety of yourself and other persons at all times. Support the Assistant Manager in ensuring compliance with University health and safety and food hygiene policies and regulations
- Undertake cleaning duties as and when required
- Report faults with any equipment to the relevant staff in a timely manner
- Work effectively as part of a team, demonstrating flexibility and covering for colleagues during periods of absence as and when required
- Promote and uphold Residential Services’ and University values through personal example and working practices
- Undertake any other duties as may reasonably be required, consistent with the grade of the post
University Values

All staff are expected to operate in line with the university’s values and standards, which work as an integral part of our strategy and set out the principles of how we work together. More information about the university’s strategy and values is available at http://www.leeds.ac.uk/comms/strategy/.
Person Specification

Essential

- Experience of working in a catering environment
- Experience of supervising staff preferably within a catering environment
- Proven ability to provide excellent customer service
- Excellent interpersonal and communication skills including the ability to deal with a variety of people at different levels
- Effective time management and organisation skills with the ability to work under pressure and to prioritise and delegate to others
- Ability to work effectively as part of a team or on own initiative
- High attention to detail with the ability to count and record stock accurately
- Good understanding of basic health and safety practices
- A flexible attitude to the demands of the business with an ability to work evenings, weekends and bank holidays as and when required
- Willingness to undertake relevant training as required
- Ability to demonstrate behaviours in line with the values of Residential Services and the University of Leeds

Desirable

- Experience of working in a residential establishment, particularly within higher education
- Basic food hygiene certificate
Additional Information

The University offers generous terms and conditions of employment, a wide range of benefits, services, facilities and family friendly policies. Full details are available on the Human Resources web pages accessible at www.leeds.ac.uk/hr

The Partnership

The Partnership has been developed by students and staff and describes the mutual expectations of us all as members of the University of Leeds community. More information about the Partnership is available at http://partnership.leeds.ac.uk

Criminal Record Checks

This post is covered by the Rehabilitation of Offenders Act 1974 and as such, applicants who have 'unspent’ convictions, cautions, reprimands and warnings, including any pending criminal proceedings, must declare this in the ‘other personal details’ section of the application form and send details to the Recruitment Officer at disclosure@leeds.ac.uk.

Criminal record information will be held securely by the University and in accordance with the Data Protection Act and the University’s Data Protection policy, available at http://www.leeds.ac.uk/secretariat/data_protection_code_of_practice.html

Any offer of appointment will be in accordance with our policy, a copy of which is available at http://hr.leeds.ac.uk/criminal_records

Disabled Applicants

The post is located at Devonshire Hall but may require working from other sites as and when required. Disabled applicants wishing to review access to the building are invited to contact the department direct. Additional information may be sought from the Recruitment Officer, email disclosure@leeds.ac.uk or tel + 44 (0)113 343 1723.

Disabled applicants are not obliged to inform employers of their disability but will still be covered by the Equality Act once their disability becomes known.

Further information for applicants with disabilities, impairments or health conditions is available in the applicant guidance.