Salary: Grade 3 plus meals (£15,853 – £17,462 p.a.)
Reference: FDRES1036
Closing date: 1 May 2017
Catering Supervisor
Residential Services, Facilities Directorate

Do you know how to go the extra mile for customers? Do you have experience of working within a catering environment and have the skills to help supervise and motivate a team of staff? Do you want to join a Service that is committed to delivering an exceptional service?

Devonshire Hall is one of our largest residential sites, providing catered and self-catered accommodation to students, as well as hosting conferences and events. We are now looking for a flexible and pro-active person 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 our students and visitors.

You will have strong interpersonal and communication skills with a proven ability to provide excellent customer service and to work under pressure.

You will work 35 hours per week on a 5 day over 7 basis, including evenings and weekends. You will need to be flexible and adaptable in order to help us continually deliver a high standard of service.

What does the role entail?

As a Catering Supervisor, your main duties will include:
- Assisting with the day to day supervision, deployment and motivation of dining room staff ensuring that they maintain appropriate standards of performance and deliver a high level of service;
- Supervising the operation of the servery ensuring that meals are presented and delivered to the highest standards;
- Assisting with the supervision and delivery of conferences and other special functions (e.g. weddings). Liaising with delegates/guests and demonstrating sensitivity to both their needs and those of the students resident on site;
- Assisting with the ordering, monitoring and management of stock and dealing with deliveries, ensuring that all relevant documentation is checked and completed accurately and passed onto relevant staff in a timely manner;
- Supervising cash handling within the dining room and ensuring the accurate operation of the meal billing system;
• Being aware of health and safety issues and taking reasonable precautions to ensure the health and safety of yourself and other persons at all times; ensuring that all relevant health and safety/food hygiene policies and procedures are adhered to;
• Working effectively as part of a team, demonstrating flexibility and covering for other colleagues as and when required;
• Promoting and upholding Residential Services’ and University values through personal example and working practices.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As a Catering Supervisor you will have:
• Experience of working within a catering environment and of supervising and motivating staff;
• A proven ability to provide excellent customer service and care;
• Strong interpersonal and communication skills with the ability to deal with a wide range of people at different levels;
• Good organisation skills with the ability to work under pressure and to prioritise and delegate tasks to others;
• An adaptable and flexible attitude with an ability to work evenings, weekends and bank holidays as and when required;
• Basic IT skills, including a working knowledge of Microsoft Word and Excel;
• A good understanding of basic health and safety and food hygiene practices;
• Excellent attention to detail;
• The ability to work effectively on own initiative or as part of a team;
• Demonstrable behaviours in line with University values.

You may also have:
• Experience of working in a student accommodation or residential establishment;
• Intermediate food hygiene certificate.
How to apply

You should apply for this role online; more guidance can be found on our How to Apply information page. Applications should be submitted by 23.59 (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

Diane Haque, Assistant Manager, Devonshire Hall
Tel: +44 (0)113 275 2593
Email: d.haque@leeds.ac.uk

Additional information

Working at Leeds
You can find out more about our generous benefits package and what it is like to work at the University and live in the Leeds area on our Working at Leeds information page.

Candidates with disabilities
Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our Accessibility information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974
A criminal record check is not required for this position. However, all applicants will be required to declare if they have any ‘unspent’ criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations on our Criminal Records information page.