

## **Catering Shift Leader – Commercial Services.**

Salary: £16,166 - £16,766 p.a. on Grade 2 based on 36.25 hours per week

Contract Duration: Permanent (to commence as soon as possible)

We are currently recruiting experienced and enthusiastic full time catering shift leaders to join our expanding catering team within Bangor University. There are two posts available.

Applicants must:

- Ensure that the highest standards of service are achieved. Promote a truly customer focused working environment.
- Assist the manager in training all staff and understand the service culture within the outlets.
- Assist the Food and Beverage Manager in ensuring all business is appropriately staffed at all times, in line with planned Rota's and forecast / budget.
- Monitor all products and ensure that they are to specification and that they are consistent
- Assist management with operational duties, including stock takes, staff rotas, wages, data entry on Agresso etc.
- Have a flexible attitude , you will be required to work on shift basis including evening and weekends
- The ability to communicate in Welsh is Desirable for this post.

Please send your CV to: [a.church@bangor.ac.uk](mailto:a.church@bangor.ac.uk) Angela Church, Head of Catering.

Closing date for applications: Midday, 6<sup>th</sup> November, 2018.

Committed to Equal Opportunities

## **JOB DESCRIPTION**

**Job Title:** Catering Shift Leader  
**Department:** Catering, Commercial Services  
**Location:** variable as rostered by line manager  
**Grade:** 2  
**Responsible to:** Food & Beverage Manager

**Responsible for:** Leading the catering shift to ensure best practice and achieve consistent performance whilst providing a high standard of food and beverage service on a day to day basis

### **Duties**

- On a daily basis lead a shift to ensure that all required tasks are completed.
- Ensure all prescribed business processes and procedures are complied with and carried out.
- Ensure that any identified on the job training and development is implemented.
- Lead by example and ensure that the shift is motivated to deliver customer focused and sales driven service.
- Ensure all monies are accounted for, any change orders are completed and that all monies are banked.
- Assist the Food & Beverage Manager in effectively monitoring and maintaining stock of food and liquor and ensure that all stock is secured.
- Ensure that stock is rotated and that all wastage is accounted for.
- Proactively seek new and innovative opportunities to improve the customer experience.
- Ensure that the highest standards of service are achieved. Promote a truly customer focused working environment.
- Assist the Food & Beverage Manager in ensuring that all staff are trained in service delivery and understand the service culture within the outlets. Record all training on staff training records.
- Monitor all products and ensure that they are to specification and that they are consistent.
- Ensure all staff are trained on the products and that training records are maintained.
- Raise with the Food & Beverage Manager any issues of non compliance to service standards.
- Be responsible for food production as required.
- Assist the Food & Beverage Manager in ensuring that standard business procedures and processes are adhered to at all times.

- Maintain a clean and safe environment for customers by adhering to licensing laws.
- Assist the Food & Beverage Manager in ensuring that effective customer feedback mechanisms are understood and used by all staff within all outlets.
- Ensure that local and statutory procedures are implemented and adhered to.
- Assist the Food & Beverage Manager in ensuring that all staff are trained on all statutory procedures and that records of training are kept.
- Communicate all necessary information to all staff.
- Carry out daily inspections of premises and equipment to ensure that a state of good repair is maintained.
- Report any major issues to the Head of Catering.
- Ensure that prescribed Codes of Practice regarding Conferences are followed.
- Assist the catering Services Manager in ensuring all conference business is covered at all times.
- Use Kinetics software to access information regarding conferences and use this to produce relevant information for staff.
- Assist the Catering Services Manager in passing information to the Conference Office so that invoices can be raised post conference.
- Ensure excellent communication with Conference organisers & delegates.

<b>Personal Qualities/ Skills</b>	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
<b>Organisational Skills</b>	<ul style="list-style-type: none"> <li>• Methodical</li> <li>• Quick and Accurate</li> <li>• Attention to detail</li> <li>• Ability to cope with changing demands</li> <li>• Ability to work in a pressured environment</li> </ul>	<ul style="list-style-type: none"> <li>• Anticipates demands</li> </ul>
<u>IT skills</u>	<ul style="list-style-type: none"> <li>• Computer Literate</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of stock systems</li> <li>• Knowledge of till systems</li> </ul>
<u>Technical skills</u>	<ul style="list-style-type: none"> <li>• Excellent customer focus</li> <li>• Sales driven</li> <li>• Team motivation</li> <li>• Food service skills</li> <li>• Bar service skills</li> <li>• H&amp;S awareness</li> <li>• Basic Food Hygiene</li> </ul>	<ul style="list-style-type: none"> <li>• Cellar work</li> <li>• Personal Licence Holder or BII certificate</li> <li>• Ability to deal with customers who are under the influence of alcohol</li> <li>• Drugs awareness</li> <li>• Full driving licence</li> </ul>
<u>Personal Qualities</u>	<ul style="list-style-type: none"> <li>• Confident</li> <li>• Able to act on own initiative</li> <li>• Team player</li> <li>• Can lead a shift</li> <li>• Assertive</li> <li>• Flexible</li> <li>• Calm under pressure</li> <li>• Customer focused</li> <li>• Positive can do attitude</li> <li>• Innovative</li> <li>• Problem solver</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Maturity to trust personal judgement</i></li> <li>• Able to 'switch gears' under pressure</li> <li>• Proven track record in leading a team</li> </ul>
<u>Communication</u>	<ul style="list-style-type: none"> <li>• <i>Able to give clear verbal messages and instruction</i></li> <li>• Confident to communicate clearly at all levels</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to motivate a team and to enthuse them</li> </ul>