



Job Description

Job title:	Hospitality Assistant Supervisor
Department/School:	ahs
Grade:	3
Location:	University of Bath

<p>Job purpose</p> <p>The post-holder will support the supervisors/assistant hospitality manager and work as part of a team to ensure that the customer experience is optimized whilst high standards are achieved in the provision of food and beverage services. This will include ensuring the opening and closing procedures are followed in the outlet they are working in whilst on duty.</p> <p>Under the direction of their line manager, ensure that procedures regarding financial control, Health and Safety, Licensing Law (if applicable) and HACCP are carried out within the University guidelines</p> <p>They will maintain customer care and service standards and have an awareness of product knowledge and merchandising.</p> <p>The post holder will ensure the team on duty adhere to the specific roles and responsibilities relevant to them that are included in the FSMS.</p> <p>Hours: 36.5 hours as contract - 5 days over 7 and hours to suit business needs.</p>

<p>Source and nature of management provided</p> <p>Reports to the Assistant Hospitality Manager or according to current structure</p>
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<p>Staff management responsibility</p> <p>The postholder will supervise the Food and Beverage Assistants, and casual team members when on duty.</p>
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<p>Special conditions</p> <p>The role requires flexibility, availability and willingness to work evenings and weekends as required by business needs.</p>
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<p>Main duties and responsibilities</p> <p>Food Safety</p> <ol style="list-style-type: none"> 1. Ensure the FSMS is followed; all daily due diligence records are completed accurately, and any corrective actions taken are recorded on their shift 2. Provide/print off comprehensive due diligence templates for each week for the outlet 3. Report and, where possible, take all necessary action, statutory and otherwise, in the event of food safety incident or other irregularities and complete the necessary return and/or report 4. Ensure the required due diligence records are accurate and authentic on their shift <p>Customer focus</p> <ol style="list-style-type: none"> 5. Assist with the operational running of their area of responsibility whilst on shift. This will include supervising a team of food and beverage assistants and casual staff, ensuring operational procedures are followed. 6. Deal directly with customers' feedback, providing solutions when appropriate or escalating to manager. <p>Finance</p> <ol style="list-style-type: none"> 7. Complete any retail wastage records and report any supplier issues to the line manager 8. Monitor portion control whilst on shift 9. Check all staff clock in and out for their shift

Main duties and responsibilities

Staff Management

10. In the absence of the Assistant Hospitality Manager and/or Hospitality Supervisor, to provide the daily allocation of tasks and breaks for direct reports as per the daily briefing sheet
11. Report any shortcomings, noticed in performance and/or service delivery to their line manager

Marketing

12. Report any inaccuracies noticed on the marketing and customer notices on display – menus, opening times and general information, reporting these to the line manager
13. Promote marketing campaigns to food and beverage assistants and customers

Health & Safety / Environment

14. Report and, where possible, take all necessary action, statutory and otherwise, in the event of accidents, incidents, fire, theft, lost property, damage, or other irregularities, including near misses
15. Comply with all current Health and Safety legislation, includes ensuring appropriate PPE is used by staff whilst on duty and the fire safety measures put in place by the University are adhered to
16. Ensure that all equipment is used safely and correctly by team members whilst on shift, reporting any anomalies to their line manager
17. Ensure that as part of your duties you minimise energy consumption e.g., water and electricity and maximise the recycling opportunities for waste by encouraging staff awareness of the impact of their actions on the environment

Facilities

18. Responsible for ensuring equipment is available, in full working order, to deliver the agreed offering whilst on duty, in line with the service level agreements, reporting any missing items to their line manager
19. Responsible for reporting of all maintenance issues and equipment faults online whilst on duty, escalating to senior managers if required

Communication

20. In the absence of the Assistant Hospitality Manager and/or Hospitality Supervisor, to provide the team with daily MI (management information) for example Kinetics schedule - bookings and deliveries. Inform line manager of any changes or inaccuracies

Equality and Diversity

21. Assist to raise the team's awareness of the food choices available for the various medical, religious or lifestyle needs of our customers.

From time to time, you may be asked to assist in the facilitation of CPD activities. This will form part of your substantive role and you will not receive additional payment for these activities.

You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.



Person Specification

Criteria	Essential	Desirable
Qualifications		
Maths GCSE (grade C or above) or equivalent	✓	
Educated to A level or equivalent		✓
Level 2 Health & Safety Qualification– <i>to hold or obtain within 6-month probation period</i>	✓	
Level 3 Award in Supervising Food Safety – <i>to hold or obtain within 6-month probation period</i>	✓	
BII certificate		✓
Level 3 Award in Supervising HACCP		✓
Level 3 Award in Food Allergen Management in Catering – <i>to hold or obtain within 6-month probation period</i>	✓	
Experience / Knowledge		
Excellent written and oral communication skills	✓	
Hands on hospitality supervisory experience		✓
IT Literacy – MS Office	✓	
Running functions and events		✓
Licensing Laws		✓
Stock and cash control		✓
COSHH		✓
Attributes		
Excellent organisational skills - ability to plan own workload, manage multiple tasks and priorities and work in a high-volume environment.	✓	
Must possess excellent customer facing skills and focus on service delivery	✓	
Able to form effective working relationships with other team members, with the ability to lead and motivate.	✓	
Ability to gain co-operation when faced with resistance by demonstrating an understanding of the views of others.	✓	
Able to work independently within parameters specified by line manager	✓	
Able to cope under pressure and adapt to changing priorities	✓	
Good time keeping	✓	
Presentable and personable	✓	



every
experience
matters

Effective Behaviours Framework- Delivering the Experience

ahs has identified a set of effective behaviours or 'acts' which we value and have found to be consistent with high performance. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these 'acts' previously.

Striving for Excellence:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Producing a high standard of work and consistently meeting objectives.

Providing Outstanding Service:

Willing and able to provide a professional, friendly and quality service to students, staff, commercial customers, visitors and suppliers. Displaying a positive 'can-do' attitude and tailoring the service to suit differing customer needs.

Problem Solving:

Able to remain calm under pressure and use initiative to overcome issues. Being proactive to ensure problems are not repeated and able to make suggestions on how we can improve.

Being Adaptable & Flexible:

Being open to new ideas and ways of working. Able to respond to shifting priorities and support colleagues when required.

Doing the Right Thing:

Being aware of how your behaviour impacts others. Showing respect and tolerance, being open and honest. Supporting environmental and fair-trade campaigns within **ahs**.

Caring:

Having a genuine desire to support others well-being. Being kind and compassionate to colleagues and customers.

Teamwork

Building effective working relationships. Working co-operatively with a wide range of inter-personal skills.

Developing self and others:

Showing commitment to own development. Seeking and accepting feedback.