

JOB DESCRIPTION

Job Title: Assistant Servery Supervisor

Department: Catering

Reports to: Front of House Services Manager

Responsible for: Supervision of Servery team in the absence of the Servery Supervisor

Purpose of role:

To assist the Servery Supervisor in the smooth running of the Student Servery, assistance for Formal Hall and Catering Events (when necessary). To ensure all food hygiene, 'Hazard Analysis and Critical Control Points' (HACCP), 'Control of Substances Hazardous to Health' (COSHH), and prevailing Health & Safety legislation is followed. To supervise the Servery team in the absence of the Servery Supervisor.

Key accountabilities:

- To liaise closely with the Servery Supervisor and Hall and Functions Manager, and be responsible in their absence, in ensuring a smooth and seamless operation of the Student Servery and Formal Hall services.
- To assist with the organisation and supervision of servery staff to deliver an efficient, timely and professional service of food and drink in the Student Servery when on opposite shifts to the Servery Supervisor, or in his absence. To ensure all staff provide excellent customer service with all customers served in a pleasant, courteous and helpful manner.
- To assist with the training of junior, casual or temporary agency staff as appropriate.
- To work closely with the Kitchen team to maintain a constant supply of prepared hot food, salads and sweets during meal service by anticipating peak periods of demand in advance.
- To operate the tills including, putting sales through a cashless till system.
- In the absence of the Servery Supervisor oversee and assist in the preparation and service of all hot and cold food and drink service points, including re-stocking of china, glass and cutlery etc. during service.
- To ensure that all stock rotation of cold food and drink items takes place, including the ordering of pre-packed stock when required. To be responsible for the security and equipment and stock within the Student Servery when they are the lead Supervisor on shift.
- To actively monitor sales of both count-line items and hot meals making recommendations where necessary and to actively increase sales in order to achieve appropriate gross profit margins.

- Under the instruction of the Hall and Functions Manager undertake the setting and laying up for meal service including the movement of tables, chairs in Hall or other function rooms/areas as required.
- To ensure that all cleaning duties are carried out to the highest standards particularly in the Servery and other service areas when required both before and after meal service.
- Report anything untoward in relation to equipment, hygiene and standards of service to senior staff in a timely manner.

The College reserves the right to make reasonable changes to the duties and requirements in the job description, which may be necessary to meet the changing needs of the role or to reflect the latest technology or best practice.

PERSON SPECIFICATION

Criteria	Description
Experience	<ul style="list-style-type: none"> • Experience of working in a College, hotel or similar environment • Some experience in organising the food and beverage services of an organisation, together with food and hygiene standards. • Basic knowledge of the service of alcohol • Experience of supervising staff is desirable
Skills and personal qualities	<ul style="list-style-type: none"> • Effective interpersonal and communication skills • Smart and well presented • Ability to foster and work in harmony with colleagues • Ability to deal tactfully with problems and complaints • Flexible attitude and able to react to a variety of situations including the ability to foresee potential difficulties or problems and mitigate their effects swiftly and calmly • Ability to deal effectively with staff issues in a discreet and calm manner • Honest and reliable • Able to respect and appreciate the traditions and culture of the College • Ability to adapt to changes in working practices • Basic IT skills (MS Word, E-mail, Internet) • Attention to detail and an eye for high standards
Qualifications	<ul style="list-style-type: none"> • Substantial experience working in a hotel/College or similar environment • NVQ/SVQ in catering and hospitality. Level 2 in Hospitality certificate/qualification or equivalent • Certificate in Basic Food Hygiene • Basic HACCP qualification
Additional requirements	<ul style="list-style-type: none"> • Able to keep calm under pressure, be confident, organised, maintain a hands-on management culture, and have exceptional attention to detail. • Motivating the team to drive great service delivery in a very busy environment. • You will be required to work a mixture of early and late shifts including some split shifts.

EMPLOYMENT DETAILS

Rate of Pay:	£24,088 per annum
Hours:	75 hours per fortnight excluding unpaid breaks, worked on a shift basis including early, late, weekend and some split shifts.
Holiday:	33 days per annum including 8 public holidays.
Meals:	Free lunch is provided for staff whose duties cover this period.
Pension Scheme:	A pension scheme, which complies with the requirements of the Occupational and Personal Pension Schemes Regulations for auto-enrolment, will be available after three month's service. All staff will become members unless they choose to opt out.
Employee Assistance:	The Employee Assistance Programme is a free and confidential telephone and web-based information and support service providing staff with access to caring and professional consultants and counsellors.
Gym:	Membership of the College gym is available for a modest fee. Inductions are compulsory.
Sports & Social Club:	The Trinity College Staff Sports and Social Club, run by a committee of staff who organise events and outings.
Access to College:	The College is unable to provide parking on site for its entire staff. Access to and parking in the City Centre is becoming increasingly difficult. The City Council has provided several Park and Ride sites around the city outskirts, with regular bus services. A number of members of staff cycle to work, and the College may be able to provide covered cycle parking.
Private Health Care:	The College provides health care currently through membership of AVIVA. Membership of a dental care scheme is also available. Staff are able to join the schemes after successful completion of their probationary period, subject to certain limitations. This is a taxable benefit.