

**Active Northumberland
JOB DESCRIPTION**

Post Title: Catering Supervisor		Service: Active Northumberland		Office Use		
Band:		Workplace:			JE ref: ANJD050	
Responsible to: Duty Manager / Senior Catering Supervisor		Date: September 2018				
Job Purpose: To oversee the provision of an excellent catering service for customers and ensure that all facilities are appropriately presented, both 'front & back of house'.						
Resources		Staff	Supervision of Catering Assistants, allocating work at special events			
		Finance	Ordering of stock. Responsibility for cash collection, security, banking and checking invoices against delivery notes and managing a small budget			
		Physical	Responsibility for the careful use of bar & catering equipment.			
		Clients	To provide a catering service for internal & external customers, adults and children, including customers who may be vulnerable, intoxicated or abusive prior to being dealt with by a Duty Manager.			
<p>Duties and key result areas: Carried out in accordance with the specification for Catering Services. Normally under the direction of the Senior Catering Supervisor / Duty Manager, these include (but are not restricted to) :</p> <ol style="list-style-type: none"> 1. Liaise with customers regarding all arrangements for regular bookings, functions, special events & weddings, including special dietary requirement, subsequently ensuring there are sufficient staff, food and beverages available to fulfil the booking and that all dietary requirements are met. 2. Fulfil your Duty of Care, by ensuring you adhere to all appropriate environmental health, food hygiene and health & safety regulations. 3. Maintain stock control, ensuring that the correct procedures for the ordering, receiving, storing and rotation of stock are followed in kitchen and vending. 4. Responsible for the operational control of the kitchen, bar and bowling (including satellite sites if applicable) including preparation, cooking and serving of food and beverages. 5. Ensure that the team and self follow appropriate financial procedures for handling cash, reconciliation and banking. 6. Clean all areas to required standards and maintain all associated record keeping. 7. Accept responsibility for health and safety and the security of kitchen facilities 8. Interview and induct new staff, and deliver staff training as necessary, to meet the standards required by appropriate regulations. 9. Ensure all customers are served in a polite & friendly manner, maintaining the highest standards of personal presentation 10. Contribute to the development and promotion of the service & assist with the development of daily and function menus. 11. Liaise with leisure centre colleagues and promote effective teamwork. 12. Carry out minor fixes to the bowling alley when required, referring more complex issues to the Tenpin Maintenance Technician. 13. Ordering of tenpin bowling stock, as and when required. 14. Setting up and closing down of all tenpin bowling lanes, as and when required. 15. Carry out one to one sessions and staff appraisals for catering team. 16. Use relevant ICT leisure systems for ordering and receipting food orders, tenpin bowling bookings and enquiries; handling card payments when required. 17. Complete 'line cleaning' in accordance with agreed procedures. 18. Ensure fridge, freezer and food temperatures are taken and logged appropriately. 19. Adhere strictly to licensing regulations in the bar, making sure no under age person consumes or purchases alcohol. 						

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. Working hours will vary depending upon special events, so there is an expectation to work some unsociable hours to reflect this.

Work Arrangements

Transport requirements: Working patterns: Working conditions:	Work at other sites as necessary Evening and weekend work as part of a rota will be required Hot conditions in a kitchen environment / busy counter area with potential for vulnerable, intoxicated or abusive customers.
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**Active Northumberland
PERSON SPECIFICATION**

Post Title: Catering Supervisor	Director/Service/Sector: Active Northumberland	Ref: ANJD050
Essential	Desirable	Assess by
Knowledge and Qualifications		
Basic Food Hygiene Certificate NVQ level 3 in Hospitality and Catering, or equivalent. Knowledge of Health & Safety issues and COSHH regulations. Clear understanding of licensing regulations.	Qualified chef	Application form. Interview. Certificates. References
Experience		
Previous experience of working in a catering environment. Planning and organisation of weddings, functions and other special events. Assisting colleagues in the delivery of an excellent service.	Preparation, cooking & presentation of food for large groups of customers. Previous experience of licensing regulations - sale of alcohol. Experience working in a tenpin bowling environment.	Application form. Interview. References.
Skills and competencies		
Good numeracy and literacy skills. Excellent customer service skills. Good teamwork and communication.	Understanding of licensing laws. Ability to operate a cashier's till.	Application form. Interview. References.
Physical, mental and emotional demands		
Friendly & courteous. Ability to connect with customers. Responsible, enthusiastic & decisive. Smart appearance. Flexible.		Application form. Interview. References.

Self-motivated. Fit and able to carry out full range of duties.		
Other		
Must be a minimum of 18 years old to serve alcohol A commitment to providing a quality service to customers A commitment to undertake job related training	A commitment to continuous personal development Driving licence Access to motor vehicle for your own use	Application form. Interview. References.

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits