# JOB DESCRIPTION

<table>
<thead>
<tr>
<th><strong>Job Title:</strong></th>
<th>Conference &amp; Event Shift Leader</th>
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<tbody>
<tr>
<td><strong>Department / Unit:</strong></td>
<td>Commercial Services – Conferences &amp; Catering</td>
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<td><strong>Grade:</strong></td>
<td>RHUL 3</td>
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<td><strong>Accountable to:</strong></td>
<td>Assistant Manager</td>
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<tr>
<td><strong>Accountable for:</strong></td>
<td>Catering Assistant/ Porters</td>
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## Purpose of the Post

To supervise the timely and effective delivery of hospitality to both our Internal and External customers. To assist the Deputy Manager in ensuring staff are trained to maintain a high standard of performance and customer service.

## Key Tasks

### Role Specifics

The shift leader is responsible for the organisation and delivery of hospitality orders to any University location ensuring a high standard of service and customer care.

Responsible for organising the daily hospitality delivery schedule and ensuring staff are fully briefed as to their responsibilities for the shift.

Ensure that all equipment from deliveries that day has been collected and any missing items recorded and added to the handover checklist.

Assist the Deputy Manager in ensuring stock control and recording systems are maintained as per established operational standards and procedures.

Ensure all Health and Safety legislation is followed.

Liaise and support management team when required.

### Leadership/Management/Supervision

- Contribute to the development and maintenance of the policies, procedures and operational standards
- Attend operational meetings/briefings as required
- Contribute to the development and maintenance in standards of customer service; this is to include training and the upkeep of records.
- At the end of every shift ensure that all areas are cleaned as per standard operating procedures and that a detailed handover is completed for the following shift.
**Strategic/Tactical/Operational**
- Assist with the preparation of any area, dining hall, foyer or outlet for special events, conferences and exhibitions that are to be used for providing any catering service
- Have a complete knowledge of our products including internal hospitality and conference and event offer
- To run/assist in the running of conference and events including drinks receptions, buffets, weddings, formal dinners, BBQ's and dining hall operations
- An ability to perform role under pressure
- Flexibility is required on occasions to stay on after the shift time has finished should an event over run to ensure the successful completion of the event

**Financial**
- Ensure all stock control, transfers and recording systems are maintained as per established operational standards and procedures and assist in monthly stock take as directed by the line manager
- Check in deliveries as required ensuring all relevant paperwork is filed correctly
- Place orders with suppliers as directed by the Deputy Manager

**Legislative/Compliance**
- Comply with all health & safety regulations and safe systems of work taking remedial action, as necessary
- Attend all training as required including all mandatory and yearly refreshers
- Report any defects in any equipment or facilities to the line manager
- Reading and recording of refrigerator, cold display cabinets; identifying remedial action as necessary.

**Customer Focus**
- Develop a welcoming environment to enhance the student and customer experience; assisting with training and development of catering assistants directed by the Deputy Manager
- Adopt an attitude of ‘right first time’ with the team ensuring excellent attention to detail and minimizing complaints
- Deal sympathetically, promptly and professionally with all comments or complaints; dealing with confidential information as necessary
- Conduct daily shift briefings

**Administration**
- Printing daily kinetics reports/ individual delivery sheets and completing collection schedule
- Checking and authorising hygiene and cleaning checklists, reporting any concerns to the line manager
- Ensure all relevant allergen information is displayed with all deliveries and that staff are fully briefed
- Printing of menu cards and labels

**Demands of the Role**
- Arrive at work in good time for the start of shift and dressed according to uniform guidelines to maintain due diligence
- This is a hands on role so a certain degree of bending, stretching, twisting and constant movement is required with the ability to work at a quick pace
- A high level of flexibility is required to cover changes in services, the role is 5 days out of 7 and includes weekends/evening shifts dependant on business levels and requirements
- A clean driver’s licence is preferred as there may be a requirement to drive a company vehicle

### Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College.

The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

### Internal and external relationships

The following list is not exhaustive but the post holder will be required to form a professional working relationship with:

- Customers (student, staff and visitors)
- Conference and Catering Colleagues
- Environmental Health Supervisor
- Commercial Services Colleagues
- Royal Holloway Estates and Maintenance engineers / contractors
- External maintenance engineers / contractors
- External Suppliers
- Delivery Companies