

JOB DESCRIPTION

Job Title:	Catering Team Leader
Department / Unit:	Commercial Services – Conferences & Catering
Job type	Professional Services
Grade:	Grade 4
Accountable to:	Assistant Manager
Accountable for:	Catering Assistants / Shift Leaders
Purpose of the Post	
Working closely with the line manager, the catering team leader will be responsible for the supervision of the team and service within one of the catering outlets. You will organise the effective set up, service and delivery of the food and beverages as directed by the line manager.	
Key Tasks	
<p>Role Specifics</p> <p>The team leader will oversee the catering assistants serving customers, food, soft drinks, hot drinks and/or alcoholic drinks, dependent upon the catering outlet based in.</p> <p>You will assist the line manager with staff allocation, including rotas. Work in conjunction with the line manager to authorise timesheets and rota spreadsheets.</p> <p>Use EPOS tills for ordering and cash handling, including float checks, cashing up and till reconciliations.</p> <p>Ensure all Health and Safety legislation is followed.</p> <p>Provide excellent customer service to a diverse range of customers.</p> <p>Ordering of stock and completing stock takes as directed by the line manager.</p>	
<p>Leadership/Management/Supervision</p> <ul style="list-style-type: none"> • Oversee with co-ordinating and supervising of special functions under the direction of the line manager • Assist in the control, training and motivation of all staff in conjunction with the line manager • Assist with preparing rotas 	

<ul style="list-style-type: none"> Allocate staff to defined work areas as workload and business dictates <p>Responsibility for the day to day supervision of all staff on shift including allocation and checking of work and monitoring of timekeeping, absence, sickness and discipline. This will include job chats, 1 to 1 meetings and appraisals</p>
<p>Strategic/Tactical/Operational</p> <ul style="list-style-type: none"> Assist with co-ordinating the preparation of their catering outlet and ensuring a consistent standard of service and customer care for each catering service or event Ensuring that key control and recording systems are maintained <p>Have complete product knowledge of the items within the catering outlet, assisting customers with their food choice including information on food allergens and dietary requirements</p>
<p>Financial</p> <ul style="list-style-type: none"> Operate the till and take cash or debit / credit cards, ordering change to ensure adequate change is maintained throughout the day Reconciliation of the shift's takings as per the policies, procedures and systems of the College in relation to financial and operational control Ensure stock control and recording systems are maintained as per established operational standards and procedures Receive and check incoming deliveries and transfers of stock to other departments, completing all documents as per the policies, procedures and systems of the College in relation to financial and operational control Check in deliveries as required ensuring goods are as listed and suitable for sale, ensuring stock rotation to keep wastage to a minimum Ensure all wastage has been correctly recorded Complete monthly stock checks as directed by line manager <p>Requisitioning, and when necessary, placing orders for food and non-food items, cleaning materials and equipment in conjunction with the line manager</p>
<p>Legislative/Compliance</p> <ul style="list-style-type: none"> Ensure compliance with food hygiene, health and safety regulations and safe systems of work, taking remedial action as necessary Reporting defects in equipment or facilities, ensuring that the appropriate follow up action is taken <p>Attend all training as required including all mandatory and yearly refreshers</p>
<p>Customer Focus</p> <ul style="list-style-type: none"> Develop a welcoming environment to enhance the student and customer experience; assisting with training and development of catering assistants directed by the line manager

- Dealing sympathetically, professionally and promptly with all complaints, following up any actions as required. This may include dealing with confidential information
- Conduct induction and operational training sessions as directed by the line manager
- A key part of the team to develop menus and the ambience of the catering outlet
- Attend operational meetings

Gather feedback from Royal Holloway customers

Administration

- Checking and authorising the recording of fridge and food temperature in the hygiene books
- Checking and authorising hygiene and cleaning checklists, reporting any concerns to the line manager
- Completion of allergen data sheets
- Printing of menu cards and pricing labels
- Wastage recording
- Completing purchase orders
- Assisting with writing team rotas and spreadsheets
- Myview timesheet authorisation in the absence of the line manager

Demands of the Role

- Arrive at work in good time for the start of shift and dressed according to uniform guidelines
- This can be 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, dependant on business levels and requirements
- A clean driver's licence is preferred

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 liaise with:

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

External Suppliers Delivery Companies Catering Management Team Royal Holloway Finance Department
