

August 2021

### **Food Service Supervisor**

Thank you for your interest in the post of Food Service Supervisor. Please find attached the following information:

- Job description
- Person specification
- General Terms & Conditions of Employment

If you would like to apply for this position, please submit a detailed CV and covering letter by e-mail to: [HRMailbox@westdean.ac.uk](mailto:HRMailbox@westdean.ac.uk)

We endeavour to respond to all applicants in a timely manner. If, however, you do not hear from us within 2 weeks of your application, please assume that your application has been unsuccessful on this occasion.

### **Diversity & Inclusivity Statement**

West Dean College of Arts & Conservation values the diversity of its staff and students. We aspire to be a fully inclusive and representative employer and do not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, faith or ethnicity, religion or belief, gender identity, or marriage and civil partnership. We strongly encourage applications from suitably qualified candidates from a wide range of backgrounds to apply and join our teams at West Dean College of Arts & Conservation.

## JOB DESCRIPTION

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|------------------------|--|
| <b>JOB TITLE</b>       | Food Service Supervisor  |
| <b>BUSINESS AREA</b>   | Food & Outlet Services / Estates   |
| <b>LOCATION</b>        | West Dean College Estate   |
| <b>RESPONSIBLE TO</b>  | Food & Outlet Services Manager, Assistant Food & Outlet Services Manager |
| <b>RESPONSIBLE FOR</b> | Food Service Assistants  |

## MAIN PURPOSE OF JOB

To supervise all Food Service events and outlets across West Dean Estate, including College Dining Room, Stewards Bar, Gardens Restaurant, Gardener's Cottage, West Dean Stores, conferences and events, and any “pop-up” provision as required.

## KEY RESPONSIBILITIES

- 1 Ensure the efficient and smooth running of food service, bar and conference & events activities at all times.
- 2 Supervise and review the service of food and beverages across the College estate.
- 3 Develop staff in all aspects of food and beverage.
- 4 Proactively plan and co-ordinate conferences and events to ensure that the needs of the customers are met to the highest standards at all times.
- 5 Effective and efficient supervision of conference and events, fulfilling a host role as necessary.
- 6 Ensure that all customers are satisfied with the function or event, dealing with special requests, issues and complaints as they arise.
- 7 Provide support as required and develop and maintain a high understanding of West Dean Stores and the local community, ensuring all duties are being completed.
- 8 Ensure an efficient and effective service and experience within Garden's Restaurant and Gardener's Cottage.

- 9 Support the Assistant / Food & Outlet Services Manager in auditing the bar, and undertake cellar and PARR sheet management as required.
- 10 Supervise the running and upkeep of the bar, including line cleaning duties.
- 11 Adhere to departmental operational procedures for service at all times.
- 12 Actively promote and maintain a safe working environment, ensuring compliance with Food Safety and Allergen Awareness at all times.
- 13 Be customer-focused at all times and conduct the service in a friendly and professional manner.
- 14 Maintain an inventory of light equipment including all provisions and consumables.
- 15 Liaise with HR in the training of new staff as required.
- 16 Perform constant customer service training with the Food Service Team.

### **Customer Relations**

- 1 Meet and greet students and guests in a polite and welcoming manner and be their main point of contact during their stay.
- 2 Develop your customer relationship so you become the person to call upon as necessary.
- 3 Respond promptly to customer feedback, looking for ways to build positively on criticism and seek opportunities to improve our service offering.
- 4 Ensure high levels of customer service are maintained at all times.
- 5 Ensure client confidentiality and only disseminate information on a need to know basis.
- 6 Ensure a profile of each conference group is recorded and investigate improvements prior to each subsequent visit.

### **Communication**

- 1 Liaise with the Food & Outlet Services Manager to ensure all details and requirements per event and service are achieved to the correct standard.
- 2 Liaise with the chefs on a daily basis in respect of dining room activity.
- 3 Liaise with Housekeeping in regards to the hire of laundry.

- 4 Liaise with Technical Resources to ensure the correct room set-up and supervise clear down times and schedules.

### **Stock Control and Ordering**

- 1 Organise equipment as required for events and set prior to each event accordingly.
- 2 Organise the timely ordering of stock and adhere to the correct buying procedures.
- 3 Perform monthly stock takes and inventory checks with the Head Chef.
- 4 Support the Food & Outlet Services Manager with bar stock control processes and management.

### **Health & Safety**

- 1 Ensure compliance with all food hygiene regulations is adhered at all times.
- 2 Ensure the appropriate cleaning procedures are carried out in the dining room, refectory, pantry and wash up areas.
- 3 Report faulty equipment to the Head Chef or directly to the appropriate external engineer.

### **General**

- 1 Be fully conversant with the hospitality direction, strategy and benchmark plan.
- 2 Build and maintain excellent working relationships, both internally within West Dean, and with external partners, suppliers and members of the local community.
- 3 Undertake training as agreed to enhance and improve personal skills and knowledge.
- 4 Undertake any other duties as may be reasonably requested by the Food & Outlet Services Manager or Head Chef.

*This job description is subject to regular review in consultation with the post holder.*



**PERSON SPECIFICATION**

|                                 | <b>Essential</b>  | <b>Desirable</b>  |
|---------------------------------|---|---|
| <b>Experience and Knowledge</b> | <p>Relevant experience of Food and Beverage service and Conference and Events catering.</p> <p>Supervisory experience.</p>  | <p>Experience of supervising a busy dining / restaurant facility.</p> <p>Experience of working within a bar / pub.</p> <p>Experience of hosting conferences and events or dining room service.</p> <p>Fine dining experience.</p> |
| <b>Skills and Abilities</b>     | <p>Demonstrable knowledge of all elements of an efficient food and beverage service.</p> <p>Good numeracy skills.</p> <p>Excellent organisational skills.</p> <p>Ability to work on own initiative and unsupervised.</p> <p>Ability to lead and work as part of a team.</p> <p>Ability to prioritise and work effectively under pressure.</p> <p>Exceptional customer service skills with the ability to anticipate and meet the requirements of all customers.</p> <p>Professional and approachable manner.</p> <p>Ability to reflect and critique on service, in order to provide continuous improvement opportunities.</p> |   |
| <b>Qualifications</b>           | <p>Food Safety Level 1<br/>Allergen Awareness</p>   | <p>Hospitality &amp; Catering NVQ L2 / L3 qualification or equivalent.</p> <p>WSET qualification.</p>   |



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|  |  | First Aid Certificate |
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**FOOD SERVICE SUPERVISOR**

**GENERAL TERMS AND CONDITIONS OF EMPLOYMENT**

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| Contract: | 1 x Permanent Contract   |
| Duties:   | As attached job description  |
| Salary:   | £19,292.00 per annum   |
| Hours:    | 35 hours per week, 5 days over 7 (including bank holidays and weekends)  |
| Holidays: | 33 days per holiday year (1 October to 30 September) inclusive of Bank Holidays  |
| Sickness: | 10 days in any consecutive twelve-month period after six month's continuous service or other period, at West Dean's discretion                                     |
| Benefits: | Contributory pension scheme, Employee Assistance Programme, free and discounted places on short courses at West Dean College, Life Assurance, free on-site parking |