

JOB DESCRIPTION



Job Title: Catering Supervisor
Department: Estates
Faculty/Professional Service: Central Services
Location: London
Reports to: Head Chef
Responsible for: 2-3 Catering Assistants
Full Time/Part Time/Casual: Full-Time
Grade: Grade 4
Overall Purpose of the job: As a Catering Supervisor you will be involved with all aspects of the catering service including food preparation, food service, till operation, barista coffee making, food hygiene and other duties associated with the running of the LSHTM retail units. You will directly supervise team of Catering Assistant ensuring provision of a professional catering service, standards are maintained and that Schools expectations are met within the agreed objectives.

General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To find out more please visit our [Introducing LSHTM page](#).

Our Values

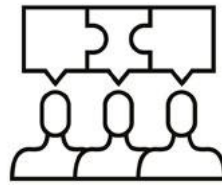
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

Main Duties and Responsibilities

Reporting to the Head Chef and in their absence to Reception and Security Manager, the Catering Supervisor is line managing Catering Assistants. Working as part of the catering team, the Catering Supervisor will ensure the high quality food service and dining experience is of the highest standard and quality.

Operational Requirements

- Assist with the preparation and service of meals in the restaurants, mobile units, and retail units
- Maintain high levels of hygiene and comply with all food hygiene regulations
- Display all food and beverages in a neat, appealing, safe and legal way
- Stock retail display units and replenish as required
- Scan goods and ensure pricing and labelling is accurate
- Operate a till and maintain accurate receipting of all payments
- Issue receipts, refunds, change or tickets
- Redeem stamps and coupons
- Actively promote and sell the catering services to customers
- Respond to requests for information from customers
- Keep servery and retail areas tidy and clean
- Resolve customer complaints, guide them and provide relevant information
- Verifying the age of a customer for purchasing certain products such as alcohol and tobacco
- Ensuring that all cleaning materials are handled according to COSHH requirements.
- To carry out other duties as reasonably directed by the Head of Catering
- To assist with the smooth running of the site in the Head Chef absence.
- To take responsibility for contributing towards your own development with the guidance of the Head Chef, attending training courses as identified.
- To show commitment to company values in all aspects of your role.
- To act as a positive ambassador for the business.
- To help ensure that hospitality service is served in a timely manner according to schedule on service desk and clear rooms after the event has finished.
- To assist in taking an account of additions and returns and communicated to The Head Chef

Customer Care

- To ensure that customers are given a prompt and efficient service and expectations are consistently exceeded.
- To regularly monitor customer feedback and produce a suitable action plan based on the results.
- To be customer focused at all times, by being visible during service periods, approachable, and exceeding expectations in delivering customer needs.
- To ensure all food is presented and served in line with company standards, using innovation in the method and style of presentation and food service.
- To ensure that you deliver what you promise to the customer, client and team.

Line Management and Team contributions

- Address staffing issues, and escalate when necessary to Head Chef
- To assess employee performance, recognise potential and meet training needs as appropriate.
- To monitor the work of the team and carry out appraisals, ensuring that information is filed appropriately, with development plans that are actively used
- To ensure that training is carried out in the location to meet identified needs and requirements of the Company training policy.
- To ensure that all staff are aware of their duties and the standards required
- To assist in ensuring that all kitchen staff are aware of their Health and Safety responsibility and receive the appropriate training
- To attend training sessions and catering meetings when required
- To hold team meetings on a regular basis to communicate targets and standards required
- To motivate and lead by example, ensuring you and your team are professional at all times and show dignity.
- Provide on the job training.
- To treat your team at location as you would expect to be treated yourself.
- To motivate and lead by example ensuring you and your team have fun at work and are proud of your efforts
- To develop the team by empowering, supporting and encouraging them.
- To motivate and lead by example, ensuring you and your team have fun at work and are proud of you.

Financial Management

- To assist the Head of Chef in ensuring that all bookwork is completed in a timely, accurate and efficient fashion and in line with School procedures.
- To ensure that the till readings match with the takings and re issue new floats where necessary.
- To consistently look at ways of maximising income through effective purchasing from nominated suppliers and creative merchandising.
- To assist with the ordering all necessary dry goods and equipment chemicals and disposables.
- To assist Head Chef in development and marketing plan.

Health & Safety, Food Safety, the Environment:

- To ensure that the location meets statutory and company requirements in Health and Safety, Food Safety and environmental legislation and procedures.
- To report any faulty equipment via service desk.
- To make recommendations for renewal and replacement of equipment when required.
- Strictly follow labelling standard, ensuring all staff are aware and are adhering to it.
- To attend all health and safety training courses as required.
- To promote and encourage environmental awareness throughout the team and via signage.

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual Performance and Development Review (PDR).

PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

Competency	Evidence	E / D
Education, Qualifications and Training	• Food hygiene certificate	E
	• Barista training	D
	• NVQ level 2, Qualification in professional cookery	E
	• Level 2 food safety certificate	D
Experience	• Experience of managing a team	E
	• Experience of delivering excellent customer service	E
	• Experience operating a cash till	D
	• Previous experience of Food Safety (HACCP)	D
	• Previous Experience of COSHH	D
Knowledge	• Good level of numeracy for cash counting	E
	• Understanding of allergy requirements	D
	• Understanding of Labelling law	D
General	• Reliable, with effective time keeping	D
	• Good written and oral skills	D
	• Good Selling skills	E
	• Ability to work on own initiative	E
	• Ability to plan ahead	D

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: Jun 2024

Salary and Conditions of Appointment

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the Professional Services salary scale, Grade 4 scale in the range £33,111-£37,298 per annum pro rata (inclusive of London Weighting).

The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

Application Process

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to jobs@lshtm.ac.uk.

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

Asylum and Immigration Statement

LSHTM will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

This role does not meet the minimum requirements set by UKVI to enable sponsorship under the skilled worker route. Therefore, we cannot progress applications from candidates who require sponsorship to work in the UK.