



JOB DESCRIPTION & PERSON SPECIFICATION

SERVICE AREA:	Business Services	POSITION NO: New Post
SECTION:	Catering and Hospitality Services	GRADE: 4
JOB TITLE:	New Theatre Hospitality Supervisor	DATE PREPARED: 14 July 2016
EVALUATION DATE:	26 July 2016	JE NUMBER: HCL047

DIGNITY AT WORK: To show, at all times, a personal commitment to Looked after Children and treating all customers and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes the Company's Equal Opportunities in Employment Policy.

PURPOSE: To efficiently manage the day to day delivery of a dynamic high quality bar, catering and hospitality service at the Hull New Theatre taking responsibility for the quality of food and beverages provided.

To undertake hands-on practical food preparation, cooking and presentation of food and snacks ensuring compliance with Food Hygiene, Licensing and Health and Safety legislation and codes of practice.

To provide excellent customer care and professional advice to all visitors and clients in respect of the catering functions and deputise for the Hospitality Officer as required.

PRINCIPAL ACCOUNTABILITIES:

Please note decision making must be included within the Principal Accountabilities

1.	Effectively supervise the day to day delivery of the bar, catering and hospitality service at the Hull New Theatre ensuring that the venue is prepared and set up to the highest standards and that all necessary resources and equipment are in place ensuring effective delivery of excellent customer services.
2.	Ensure that bar operations comply with all relevant health and safety legislation, licensing and food safety conditions. Ensuring compliance with risk assessments, inventory checks, policies and operational procedures designed to improve and support service delivery in pursuit of excellence.
3.	Ensure the catering operation complies with all relevant health and safety legislation, licensing and food safety conditions. Ensuring compliance with risk assessments, inventory checks, policies and operational procedures designed to improve and support service delivery in pursuit of excellence.

4.	Provide hands-on practical expertise including the preparation, cooking and presentation of food and snacks in strict adherence to Food Hygiene, Licensing and Health and Safety legislation and codes of practice.
5.	Assist the Hospitality Officer with the effective monitoring of delegated revenue budgets ensuring that the services under the post holder's control meet their financial and other performance targets, achieve Value for Money and identified income targets.
6.	Responsible for ensuring procedures for the security, handling, banking, and accounting for monies and keys are adhered to in line with the Company's financial procedures as appropriate.
7.	Carry out regular checks of kitchen and food service equipment in accordance with specified procedures to ensure all equipment is in safe working order and complies with relevant regulations.
8.	Assist in devising and costing new and creative menus for the food and snacks services at the venues including bespoke menus.
9.	Build effective relationships with the venue management to ensure catering best practice is in place and managed across the organisation.
10.	Ensure that all stocks (including saleable) for catering functions are properly ordered, controlled and monitored in line with procurement policy to ensure value for money in all transactions.
11.	Assist in the preparation of staff rotas as required and working arrangements to effectively meet the needs of the service, ensuring deadlines are achieved with maximum efficiency and minimum costs.
12.	Ensure that all paperwork, transfer notes, invoices to clients etc. are kept up to date and undertake administrative tasks such as keeping the work records of employees and preparing of the payroll and overtime sheets.
13.	Assist in the effective performance management of staff within the catering team contributing to staff development plans to ensure team members are competent, well trained, informed highly productive and able to provide an excellent customer service. Assist in recruitment and selection as appropriate
14.	As a key holder be responsible for the security of the venue as and when required and on call in case of emergencies, leading on the evacuation of venue as required.
15.	Be a Personal Licence Holder and act as Duty Manager overseeing the delivery of events as required.
16.	The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on Hull Culture and Leisure, as your employer and you as an employee of the company. In addition to the Company's overall duties, the post holder has personal responsibility for their own health and safety and that of other employees; additional and more specific responsibilities are identified in the Company's Corporate Health and Safety policy.

GENERAL:

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The postholder must be flexible to ensure the operational needs of the Company are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various work places in the Company.

DIMENSIONS:

All sections should be completed – if there aren't any state 'none'

- 1. Responsibility for Staff:** Operational day to day line management responsibility for designated staff with catering team including permanent and relief staff up to 12 members of staff at any one time.
- 2. Responsibility for Customers/Clients:** Effective interactions and excellent levels of customer care with internal and external customers and clients.
- 3. Responsibility for Budgets:** In conjunction with the Hospitality Officer the post holder has delegated responsibility the effective management of budgets relevant to service provision This includes revenue expenditure of circa. £150k and income of in excess of £175k.
- 4. Responsibility for Physical Resources:** Equipment, portable equipment and IT systems within the catering service.
Equipment and silverware for events some of which are unique.
Stock levels of catering stock.
Key holder responsibility.

WORKING RELATIONSHIPS:

All sections should be completed – if there aren't any state 'none'

- 1. Within Service Area/Section:** Maintain collaborative relationships with all staff within the Catering and Hospitality Service, working closely at all times with the Hospitality Officer.
- 2. With Any Other Company Areas:** Liaises with venue managers and staff of as appropriate to ensure the effective and safe operation of the catering service.
- 3. With External Bodies to the Company:** Third party suppliers and service providers form external organisation to maintain effective service provision for the catering service. Any individual utilising the catering services at the venue.

ORGANISATION CHART:

Other jobs (peers) that report to immediate line manager
 Café Services Supervisor (Grade 5)
 Bar Services Supervisor (Grade 4)
 Ferens Hospitality Supervisor (Grade 4)
 Relief Bar and Catering Assistants (Grade 1)
 Catering Apprentices (MA)

Immediate Line Manager
 Hospitality Officer (Grade 7)

This Post
 New Theatre Hospitality Supervisor (Grade 4)

Direct Reports
 Catering Assistants (Grade 2)
 Bar Assistants (Grade 2)

	Tick relevant level for each category						Supporting Information (if applicable)
	Not applicable	Low	Moderate	High	Very High	Intense	
PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment).			√				The nature of the work involves unsociable hours, standing for long periods and some lifting and moving of furniture and equipment along with lifting cases of wines and spirits and moving barrels of beer.
WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment).		√					The nature of the work involves unsociable hours, standing for long periods and some lifting and moving of furniture and equipment in preparing areas of activity.
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.		√					Required to deal with customer complaints face to face and via the telephone deal with conflict situations.

PERSON SPECIFICATION		Tick relevant column		List code/s*
The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only. *Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References (should only be used for posts requiring DBS's), T = Test/Assessment, P = Presentation		Essential	Desirable	How identified
1.	Qualifications:			
	Professional catering or hospitality skills qualification or experience equivalent to NVQ Level 2.	√		AF/QC
	Evidence of continued vocational training relevant to catering, bar and hospitality service including health and safety, licensing regulations, food safety, customer care.	√		AF/QC
	National Certificate for Licensees and current Personal Licence	√		AF/QC
	First Aid Certificate		√	AF/QC
	Basic Food Hygiene Certificate.	√		AF/QC
	Advanced Food Hygiene Certificate.		√	AF/QC
	Basic Health and Safety Certificate		√	AF/QC
2.	Relevant Experience:			
	Considerable significant professional experience and proven track record of planning, delivery and monitoring a successful catering and hospitality offer at a supervisory and practical level with particular emphasis on food production to include preparation, cooking and delivery of a variety of food and snacks.	√		AF/I
	Proven track record of supervising, developing and motivating a front line delivery and customer focused team.	√		AF/I
	Experience of liaising with a variety of visitors, companies and clients regarding catering and hospitality requirements, producing costs as appropriate	√		AF/I
	Proven track record of effectively managing and monitoring budgets to meet financial needs		√	AF/I
	Experience in monitoring and performance measurement against key performance indicators.		√	AF/I
	Experience of dealing directly with the public in a very busy environment	√		AF/I
	Proven track record of undertaking and implementing stock ordering, rotation, and control and stock audits.	√		AF/I
	Experience of cash handling and reconciliation	√		AF/I
	Experience of devising and costing various menus.		√	AF/I
	Experience of assisting in implementing risk assessments, health and safety inspections and appropriate policies and procedures for the licensed catering industry.		√	AF/I
3.	Skills (including thinking challenge/mental demands):			
	Ability to effectively manage and motivate a team as well as working on own initiative.	√		AF/I
	Effective organisational skills with a high level of attention to detail and the ability to plan and prioritise work in order to meet deadlines and ever changing workload.	√		AF/I
	Computer literate to include the Microsoft office package and able to create reports and spreadsheet.	√		AF/I

PERSON SPECIFICATION		Tick relevant column		List code/s*
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	Excellent team-working skills to ensure the success of the service.	√		AF/I
	Ability to assess the security risks and health and safety issues associated with a catering and hospitality service	√		AF/I
	Ability to problem solve quickly and independently	√		AF/I
	Ability to work effectively under pressure and to tight deadlines	√		AF/I
4.	Knowledge:			
	Knowledge of health and safety policies and procedures and relevant legislation including licensing laws, food safety and Risk Assessments relevant to the catering and hospitality industry.	√		AF/I
	Possesses well-developed knowledge of products and provide in-depth support to a diverse catering and hospitality offer.	√		AF/I
	Financial and commercial awareness including knowledge of market trends and pricing policies.	√		AF/I
5.	Interpersonal/Communication Skills:			
	Verbal Skills			
	Excellent effective interpersonal and customer care skills and the ability to communicate with a variety of people and organisations	√		I/R
	Tact and diplomacy in dealing with customers, clients, visiting companies and partners with the ability to remain calm and polite in difficult situations.	√		I/R
	Written Skills			
	Ability to produce accurate correspondence and written communications in a variety of formats	√		AF/I
	Ability to accurately interpret customer and client needs, appropriate elements event information.	√		AF/I
6.	Other:			
	Self-motivated and able to work on own initiative with a can-do and flexible attitude to work.	√		I/R
	Prepared to take a hands on approach.	√		I/R
	Ability to work flexibly and willingness to work unsocial hours including evenings and weekends on a regular basis.	√		I/R
The requirements listed below are not considered during the job evaluation process, but are essential requirements for the role that will be assessed during the recruitment process.				
7.	Additional Requirements:			
	None			
8.	Disclosure of Criminal Record:			
	The successful candidate will be required to declare unspent convictions only	√		AF