



JOB DESCRIPTION & PERSON SPECIFICATION

SERVICE AREA:	Business Services	POSITION NO:
SECTION:	Catering and Hospitality Services	GRADE: 4
JOB TITLE:	Venue Hospitality Team Leader	DATE PREPARED: 12 th August 2026
EVALUATION DATE:	25 th August 2026	JE NUMBER: HCL088

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 high quality catering and hospitality service at the Ferens Art Gallery ensuring the provision of excellent customer care and professional advice to all visitors and clients in respect of the venues catering offer and adherence to strict Food Hygiene, Health and Safety and Licensing Legislation.

PRINCIPAL ACCOUNTABILITIES:

Please note decision making must be included within the Principal Accountabilities

1.	Effectively supervise the day to day delivery of the catering and hospitality service at the cafes 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 the catering and hospitality 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.
3.	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.
4.	Effectively carry out cleaning tasks in accordance with procedures and COSHH regulations to maintain a high level of hygiene, facility presentation and customer satisfaction.
5.	Ensure the proper rotation and security of stock to minimise any risk to the Company and public.

6.	Effectively supervise and develop learners and relief staff as appropriate to ensure their working practices meet the approved standards in order that they gain the skills and expertise required to enhance their employment prospects assisting in all aspects of their management including discipline, timekeeping and welfare.
7.	Build effective relationships with the venue management to ensure catering best practice is in place and managed across the organisation.
8.	Effectively supervise events and functions that take place within your venue, 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 with the assistance of the Beverage and Events Operations Supervisor.
9.	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'

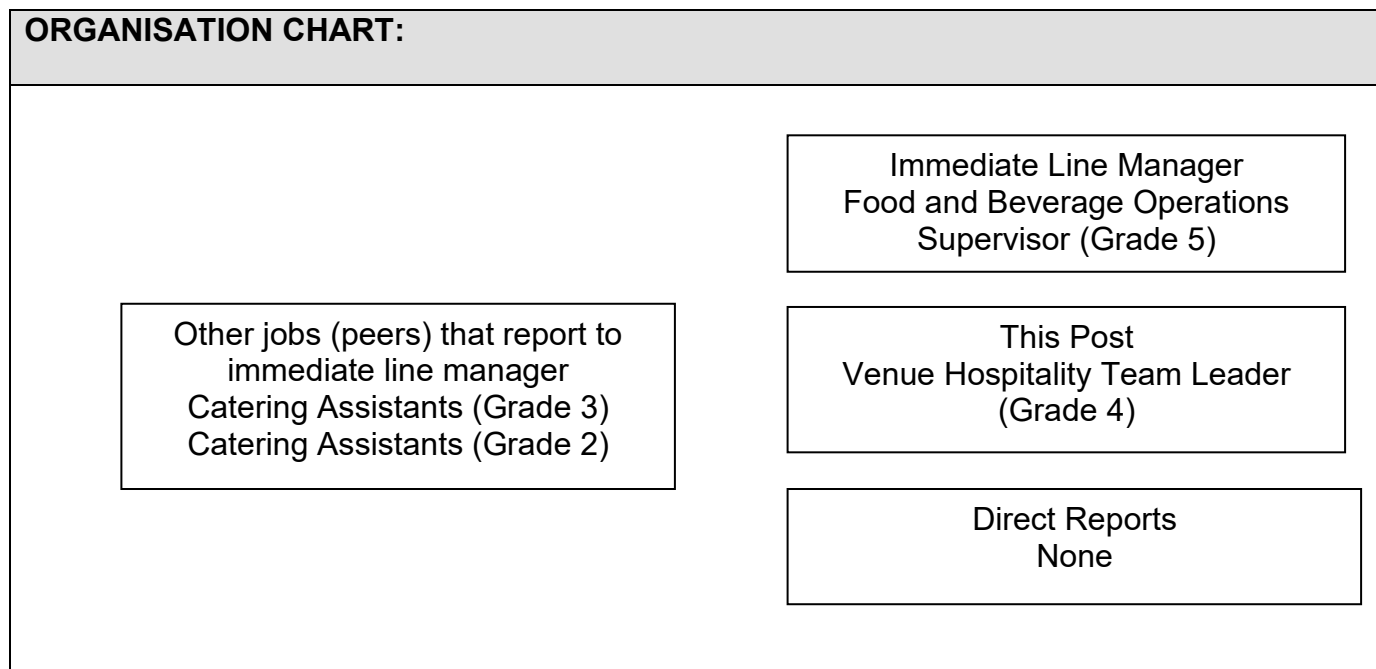
- 1. Responsibility for Staff:** Day to day supervisory responsibility for designated staff, relief staff, learners and work experience up to 10 at any one time.
- 2. Responsibility for Customers/Clients:** Effective interactions and excellent levels of customer care with internal and external customers and clients.
- 3. Responsibility for Budgets:** Cash handling of up to £2k per day.
- 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.
Shared 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 Food and Beverage Operations Supervisor and Beverage and Events Operations Supervisor
- 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.



	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 work can involve unsociable hours, standing for long periods of time and lifting heavy catering rubbish sacks and trays of food.
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 work can involve unsociable hours, standing for long periods of time and lifting heavy catering rubbish sacks and trays of food.
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.			√				Customer contact including occasional difficult customer who is not happy with the service or product

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:			
	Catering/hospitality qualification equivalent to NVQ Level 1 OR equivalent experience in catering/hospitality.	√		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
	Basic Food Hygiene Certificate.	√		AF/QC
	Advanced Food Hygiene Certificate.		√	AF/QC
	Basic Health and Safety Certificate		√	AF/QC
	Customer Care qualification to NVQ level 1		√	AF/QC
2.	Relevant Experience:			
	Experience of dealing directly with the public in a very busy environment	√		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
	Experience of cash handling and reconciliation	√		AF/I
	Proven track record of undertaking and implementing stock ordering, rotation, and control and stock audits.	√		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
	Experience of devising and costing various menus.		√	AF/I
	Experience of food handling and preparation		√	AF/I
3.	Skills (including thinking challenge/mental demands):			
	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
	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
	Computer literate to include the Microsoft office package and able to create reports and spreadsheet.		√	AF/I
	Experience of supervising, training and motivating a diverse customer focused team within a similar industry.	√		AF/I
	Ability to problem solve quickly and independently	√		AF/I
	Creative skills relating to menu design and food presentation		√	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 industry.	√		AF/I

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	Possesses well-developed knowledge of products and provide in-depth support to a diverse catering and hospitality offer.		√	AF/I
	Political awareness and understanding of local government structures, policy and practice		√	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
	Tact and diplomacy in dealing with customers, clients, visiting companies and partners with the ability to remain calm and polite in difficult situations.	√		I
	Written Skills			
	Good written skills and ability to produce basic written documents e.g. food orders and complete paperwork	√		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
	Prepared to take a hands on approach.	√		I
	Ability to work flexibly and willingness to work unsocial hours including evenings and weekends on a regular basis.	√		I
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