



JOB DESCRIPTION & PERSON SPECIFICATION

SERVICE AREA: Business Services

POSITION NO:

SECTION: Catering & Hospitality Services

GRADE: 5

JOB TITLE: Museums Catering Supervisor

DATE PREPARED: September 2025

EVALUATION DATE: October 2025

JE NUMBER: HCL240

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 customer focussed high quality Museums Catering service at various venues across the Company taking responsibility for the customer feedback, food and service quality and staffing resources

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. Deliver staff training and development alongside supervision and monitoring.

To ensure the provision of excellent customer care to all visitors and professional advice to all visitors and clients in respect of any catering provision and support the Hospitality Officer/Business Development Officer as required.

PRINCIPAL ACCOUNTABILITIES:

Please note decision making must be included within the Principal Accountabilities

1.	To promote and safeguard the welfare of children, young people and/or vulnerable adults.
2.	Effectively supervise the day-to-day delivery of the Museums Catering provision at various café venues across the organisation ensuring that the services are 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.
3.	Provide hands-on practical expertise including the preparation, cooking and presentation of food and snacks at a variety of venues in strict adherence to Food Hygiene, Licensing and Health and Safety legislation and codes of practice.

4.	Ensure the Museums Catering operations comply with all relevant health and safety legislation, licensing, and food safety conditions. Developing and ensuring compliance with risk assessments, inventory checks, policies and operational procedures designed to improve and support service delivery in pursuit of excellence.
5.	Assist the Hospitality Officer/Business Development 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.	Conduct 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.	Seek customer feedback and assist in devising and costing new and creative menus for the food and snacks services at the venues to maintain and drive-up profitability.
9.	Build effective relationships with venue Management teams to ensure museums catering best practice is in place and managed across the organisation.
10.	Ensure that all stocks including those for re-sale are properly ordered, controlled, and monitored in line with procurement policy to ensure value for money in all transactions.
11.	Assist in the preparation and amendments 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 simple administrative tasks as required.
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.
14.	Assist in recruitment, probationary, absence management and disciplinary procedures in line with company policy.
15.	As a key holder be responsible for the security of the venues as and when required and leading on the evacuation of venues as required. .
16.	Act as Duty Manager overseeing the delivery of events as required.
17.	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 workplaces 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 within museums catering including permanent, relief, casual, apprentice, and work experience students, up to 15 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 for the effective management of budgets relevant to service provision. This includes revenue expenditure of circa. £450k and income in excess of £500k.

4. Responsibility for Physical Resources: Equipment, portable equipment, IT systems within the museums catering service, stock levels of catering stock and key holder responsibility for various catering sites.

WORKING RELATIONSHIPS:

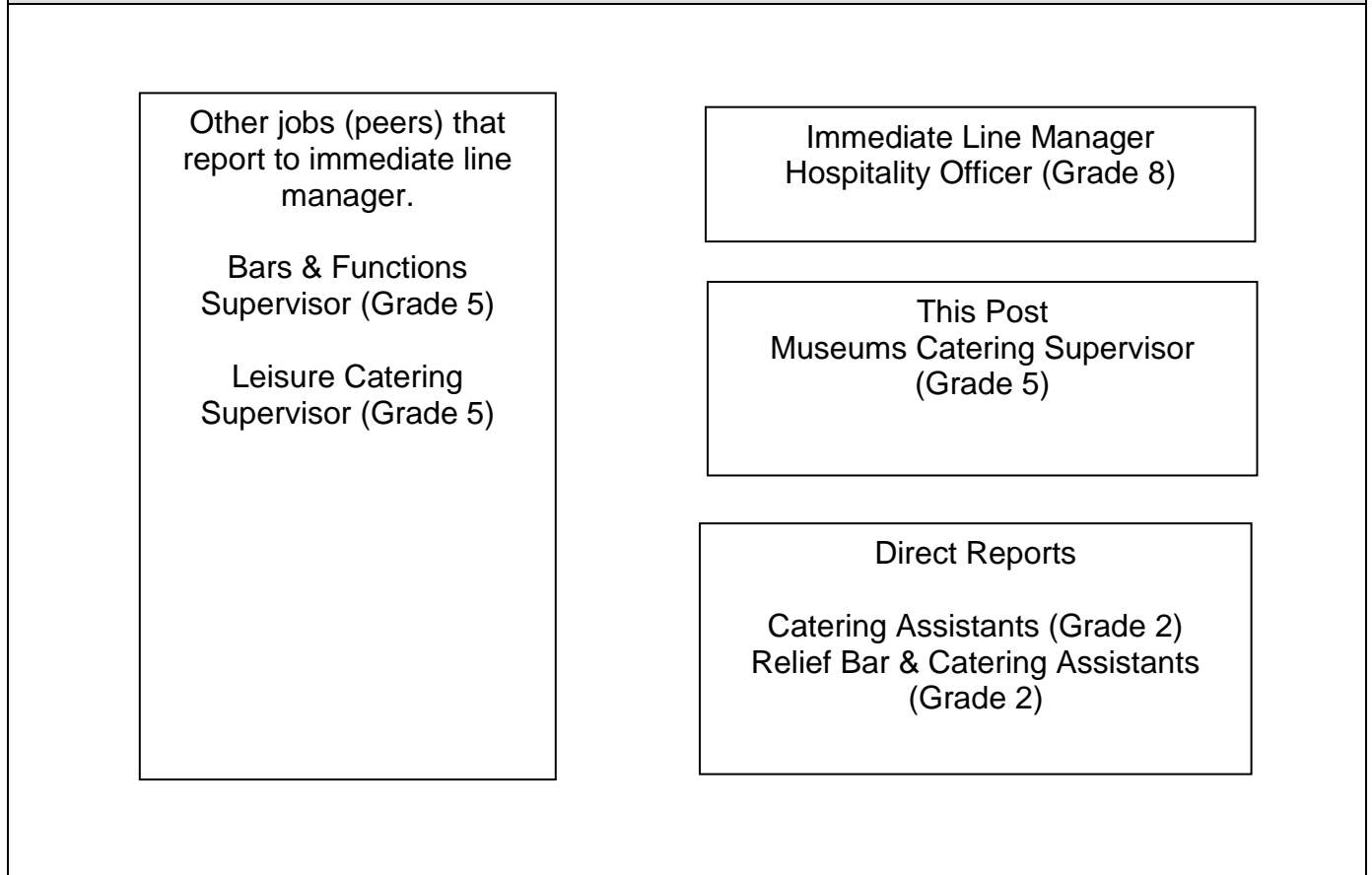
All sections should be completed – if there aren't any state 'none'

1. Within Service Area/Section: Maintain collaborative relationships with all staff within the Catering and Hospitality Service, always working closely with the Hospitality Officer and Business Development Officer.

2. With Any Other Company Areas: Consults with senior managers and staff of other company services areas as appropriate to ensure the effective and safe operation of the catering service within these sites.

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 of the Company.

ORGANISATION CHART:



	<i>Tick relevant level for each category</i>						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).				√			
WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment).			√				
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.			√				

PERSON SPECIFICATION		Tick relevant column		List code/s*
		Essential	Desirable	How identified
<p>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.</p> <p><i>*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</i></p>				
1.	Qualifications:			
	Professional catering or hospitality skills qualification or experience equivalent to NVQ Level 3.		√	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
	Personal Licence Holder		√	AF/QC
	First Aid 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 record of planning, delivery and monitoring a successful catering service at a supervisory and practical level across a range of venues with particular emphasis on bar service and food production to include preparation, cooking, and delivery of a variety of food and snacks.	√		AF/I
	Experience of effectively dealing with a wide range of clients regarding catering and hospitality requirements, producing costs as appropriate	√		AF/I
	Proven record of effectively managing and monitoring resources 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 record of undertaking and implementing stock ordering, rotation, and control and stock audits.	√		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):			
	Motivation to work with children and young people and/or vulnerable adults.		√	AF/I
	Ability to form and maintain appropriate relationships and personal boundaries with children and young people and/or vulnerable adults		√	AF/I
	Effective organisational skills with a high level of attention to detail and the ability to plan and prioritise work to meet deadlines and ever-changing workload.	√		AF/I

PERSON SPECIFICATION		Tick relevant column		List code/s*
		Essential	Desirable	How identified
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	Computer literate to include the Microsoft office package and able to create reports, spreadsheets, and marketing material.		√	AF/I
	Outstanding customer service skills and 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
	Experience of supervising, training, and motivating a diverse customer focused team within a similar industry.	√		I
	Ability to operate and maintain various catering equipment with an emphasis on food production.	√		I
	Creative skills relating to menu design and food presentation		√	AF/I
4.	Knowledge:			
	A knowledge and commitment to safeguarding and promoting the welfare of children, young people and/or vulnerable adults.		√	AF/I
	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
	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			
	Ability to establish professional, effective working relationships with a range of partners/colleagues and children & young people and/or vulnerable adults	√		AF/I
	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 of event information.	√		AF/I

PERSON SPECIFICATION		Tick relevant column		List code/s*
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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 across numerous sites, getting from site to site sometimes within the same day.	√		
	Ability to work flexibly and willingness to work unsocial hours including evenings and weekends on a regular basis.	√		I/R
	Interest in culture within the city of Hull	√		
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:			
	Cross as an essential requirement if the candidate requires a Baseline Personnel Security Standard (BPSS) check.		N/A	
8.	Disclosure of Criminal Record:			
	The successful candidate's appointment will be subject to the Company obtaining a satisfactory Basic #Standard/#Enhanced# Enhanced & Barring List Disclosure from the Disclosure & Barring Service (if ticked as an essential requirement).		N/A	DBS Disclosure
	If the postholder requires a Standard or Enhanced DBS disclosure the candidate is required to declare full details of everything on their criminal record unless the conviction/s and/or caution/s are considered "protected" in line with filtering rules for DBS checks.		N/A	AF(after short listing)
	If the postholder requires a 'Basic Disclosure' or no disclosure is required, the candidate is required to declare unspent convictions only.		N/A	AF(after short listing)