Job Description

Job title: Food and Beverage Supervisor
Department: Catering and Conference
Reporting to: Food and Beverage Manager
Responsible For: Catering supervisors and Casual staff
Location: Jesus College, Cambridge
Hours: 37.5 Hours per Week
Holidays: 25 days annual leave, plus 8 bank holidays. On occasion it may be necessary to work public holidays, in which case a day in lieu will be given.
Salary: £29,155

This job description is a guide to the work the post-holder may be required to undertake but does not form part of the contract of employment and may change from time to time to reflect changing circumstances.

Job summary
The Food and Beverage Supervisor’s position is an important role in the operation of a unique and complex facility which respects traditions whilst bringing new initiatives and ideas to the dining experience. This role will be hands on, assisting the Food and Beverage Manager and Deputy Food and Beverage Manager into improving and maintaining all food and beverage services standard and exceeding the agreed customer satisfaction targets in all areas, in line with the department’s service level agreement. They will work very closely with the College’s Butler, the catering supervisors, the kitchen team and conference operations team.

GENERAL OBJECTIVES

Food Service
- To assist with the planning, preparation and delivery of a wide range of front of house catering operations, including fellow and student dining, conferences and events, fine dining, feasts and weddings. Ensure these runs smoothly and to an impeccable high standard of service and customer care.
- To support the management with the planning and organising of all staff, ensuring that all services are covered effectively. Ability and confidence to adjust staffing level and manage costs at the last minute and as per business update is key.
- To support the management of a team of catering staff. This involves new member induction, day-to-day supervision, training and delegation, overseeing agreed standards are followed.
- To assist with product and service development.
- To proactively manage any staffing challenges, equipment breakdown, and customer’s request.
- To always maintain hygiene and food safety standards and to follow all food safety and health and safety policies in place. Maintaining all records as determined by the College policies and industry best practices
- To lead by example and train others who maybe working in the same area
- To liaise very closely with all the other catering and conference team members making sure all information, function sheets, handover documents are accurate and available at all times.
- Undertake Duty Manager Shifts, ensuring the highest level of customer service is delivered from guest arrival through to departure.
Wine and Beverage Service
- To assist with the day-to-day management of the cellars, ensuring that wines are stored in optimum and secure conditions and that appropriate stock ordering, recording, stock taking, and control mechanisms are followed.
- Prepare issue sheets for functions in accordance with requirements.
- Manage stock in and out in accordance with consumption during functions.
- Record consumption and update stocks as required.

The successful candidate should be able to:
- Lead by example, be able to work with minimum supervision and be approachable.
- Embrace changes and adapt quickly.
- Be able to continuously drive higher service standards and have an excellent attention to details.
- Embrace the use of computer-based software, have a high level of computer literacy and ability to interrogate systems to plan work.
- Be willing to develop him/herself and keep up with industry trends and have an ambition to grow.
- Have a problem-solving attitude and strong communication skills.
- Have an extensive hands-on operational background as well as very strong administrative experience.
- Have some understanding of budgets and payroll.
- Have the flexibility to work 5 days out of 7 including evenings and weekends.
- Have a passion to deliver exceptional customer service in a results-based environment.
- Be fully flexible towards duties, ability to demonstrate initiative and proactivity are key to being successful in this role.
- Have experience of leading teams to excellence.
- Strong communication skills to allow good relationships amongst the team, College members and visitors to the College.
- Have some experience of working with wines and stock system.

Benefits
- Membership of a defined contribution pension scheme with a death-in-service benefit of two times salary
- Membership of a healthcare cash plan
- Free daily staff lunch when in College
- Access to a range of family friendly policies and welfare support services, including maternity coaching
- Possible Non-contractual bonus payment
- Staff Forum and a Staff Social Committee that organises Christmas & Summer staff events
- Cycle to work scheme
- Use of the College Gym, Tennis courts and Library

Probation period
The appointment will be subject to an initial probationary period of three months during which the appointment may be terminated by one week’s notice on either side. Following the successful completion of the probationary period, the period of notice would be one months’ notice on either side.

Equal Opportunities and Data Protection
- The College is actively committed to including and supporting all under-represented groups, and promoting an inclusive culture, valuing diversity.
- The College encourages applications from all sections of society.
- The College has a responsibility to ensure that all employees are eligible to live and work in the UK.
- In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and Data Protection Policy. Please ask the HR department for further details if required.

How to apply
- Please download and complete our College Application and Equal Opportunities Forms, which can be found online at www.jesus.cam.ac.uk/college/people/vacancies
- Completed forms along with a copy of your CV must arrive by 12 noon on Monday 29th July 2024. Please send completed forms to jobs@jesus.cam.ac.uk.