



JESUS COLLEGE CAMBRIDGE

Job Description

Job title:	Senior Catering Supervisor
Department:	Catering and Conference
Reporting to:	Assistant Catering Manager
Responsible For:	Shift Leaders, Catering assistant 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 range:	£27,525 – Jesus College Salary Scale Point 18

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

To plan, organise and supervise the works of the front of house team. This is a hands-on role working directly with the wider catering and conference team to deliver all aspects of the College's catering front of house services. He/she will be required to look at bookings ahead of time and plan all aspects of the team's work for the following two weeks.

GENERAL OBJECTIVES

- To be responsible for the front of house services delivery across the College alongside the Assistant Catering Manager and to deputise in his/her absence
- To ensure excellent, smooth and efficient delivery of all catering and conference services throughout the entire College including Hall, Cafeteria, Conference and West Court
- 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.
- To assist the Assistant Catering Manager with product and service development
- Undertake Duty Manager Shift's, ensuring the highest level of customer service is delivered from guest arrival through to departure.
- To effectively use Uniware and KX events booking systems to plan and organise work, ensuring that all services are covered effectively.
- To proactively manage any staffing challenges, equipment breakdown, and customers' 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

The successful candidate should be able to:

- Lead by example, be able to work without supervision and be approachable
- Be able to follow service standards and have an excellent attention to details
- Embrace the use of computer-based software
- Be willing to develop him/herself and keep up with industry trends and have an ambition to grow
- Have a problem-solving attitude and good communication skills
- Have the flexibility to work shifts including evenings, weekends and public holidays subject to roster and a willingness to extend or change hours and days of work from time to time upon request and subject to operational requirements
- Have a passion to deliver exceptional customer service in a results-based environment and always go the extra mile

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
- 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 three 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 8th January 2024. Please send completed forms to jobs@jesus.cam.ac.uk.