



Front of House Catering Supervisor & Administrator

Department:	Catering
Reports to:	Head Chef Manager
Place of Work:	Elim International Centre
Working hours:	22.5 hrs per week
Salary range:	£13,969 equivalent to £ 23,283* pro rata*
GOR:	no
Status:	Open

Front of House Catering Supervisor & Administrator

Reporting to the Catering Head Chef Manager

This is a supervisory position within the Catering Team at Regents/EIC which has responsibility for all aspects of the front of house operations in the dining room. The role demands a high level of visibility to staff on the catering team, other staff within the EIC/Regents operations and all levels of customers/guests.

Delivery of an outstanding customer experience to every guest at every meal time with every meal is the core objective of the role. This will be achieved by development of a skilled and motivated team of Catering General Assistants who understand that great food which looks and tastes fantastic is supported by engaging and enthusiastic staff who serve with a smile on their face and a desire to meet their guests' needs.

Supplementary goals include maintenance of food hygiene and health and safety standards, minimisation of waste and delivery on our ethical and locally sourced food supply targets which minimise the impact on our environment.

The role holder will be expected to lead by example – serving meals on a regular basis is essential, but standing back, viewing the experience we are delivering and implementing change to improve our operations is also critical.

Key responsibilities within the role include the following:

- Lead front of house catering operations and supervise the GA team
- Lead in the training of General Assistant staff
- Support with preparation of meals
- Ensure front of house is properly prepared for each meal including dining room eating area
- To serve on the front of house team
- Excellent customer experience etc
- Ensure allergens information is correctly displayed
- Supervise cash till and payment choices
- Preparation of and communication of menus and displays
- Support the Catering Head Chef Manager administratively
- Issuing of invoices to other departments
- Preparation of overtime wages sheets for payroll
- Assist with stock control
- Deal with customer service telephone calls and e mails referring to the Catering Head Chef Manager as appropriate.
- Assist with design of staff rotas

Unsocial working will be required including early mornings, evenings and week-ends at various times, both to lead and set an example to the team and to be aware of issues which arise at different times of the day/week

Terms & Conditions

- Flexible to be either full or part time. If part time, 30 hours per week (4 days) spread across 7 days as per Catering rota
- Salary - £23,283 pa (pro rata if part time)
- Auto enrolment pension.
- BHSF cash back health plan.
- 25 (or 27 depending on length of service) pro rata days holiday per annum plus statutory holidays
- Company Sick pay after qualifying service.

Person Specification

Essential	Desirable
Minimum 3 years' experience in a catering or hospitality environment.	Minimum 2 years' experience in a supervisory capacity in a catering or hospitality environment
100% commitment to customer excellence and able to demonstrate knowledge of how to deliver it	Knowledge of an educational catering establishment
Ability to lead, train and motivate other team members in a front of house catering team	Good administrative skills and experience including invoicing, rotas and ordering
Well organised	
Able to operate under pressure in a customer facing environment	
Excellent verbal communication skills particularly in dealing with customer interactions	
Attention to detail – particularly with regards to presentation, hygiene and health standards	
Pro-active in identifying problems and quickly delivering workable solutions to meet customer need	

CONTACT EITHER:

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