

Evaluation Date	27/08/13
Grade	9

## JOB DESCRIPTION

Job Title:	RCP Catering Supervisor	Reports to:	Duty Manager
Department:	Refresh@RCP	Location:	RCP
Work Pattern:	5 days per week	Contract Status:	Full time, permanent

### BACKGROUND

Edinburgh Leisure is Edinburgh's biggest provider of Leisure Services, welcoming approaching 5 million customer visitors a year to our 30 venues across the City. We have a total income of almost £30m and as a Not for Profit company, we proudly spend every penny of that on providing and developing our great range of services to make Edinburgh a healthier place.

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure **makes a positive difference** by:

**welcoming** all,  
each one of us **caring** about what we do,  
being **passionate** about how we do it,  
and feeling **proud** of what we achieve

### JOB PURPOSE

The Catering Supervisor at the Royal Commonwealth Pool (RCP) ensures the catering standards are met for the day to day front of house operation of Café Refresh.

### KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
<p>1. Service Delivery and Food Production</p> <p>Ensure the delivery of a high standard of customer service and food presentation within Café Refresh by setting and demonstrating the required standards and ensuring that the team deliver to these.</p>	30%
<p>2. Service Management</p> <p>Review and monitor the effectiveness and efficiency of Café Refresh and put in place measures to improve and maximise profitability whilst maintaining standards. For example, reducing food waste, review and change menus and ensuring appropriate number of staff. This will</p>	20%

<p>include working effectively with all catering suppliers to ensure the correct product in place at best price following market trends.</p> <p>3. Team Management Line manage the Catering Team Leaders and Catering Assistants to ensure that the right staff are in place to deliver quality food and great customer service. This includes recruitment, induction, appraisal, personal development, training and general management.</p> <p>4. Events Meeting with Key stake holders and agree corporate hospitality requirements for events. Ensuring expectations are met, which will support the growth of income for Café Refresh and raising the profile of Café Refresh and EL.</p> <p>5. Customer Feedback Maintain an awareness and actively seek feedback from customers (and competitors!) to continually review and develop the menu and product offering to reflect High Street trends.</p>	<p>30%</p> <p>10%</p> <p>10%</p>
---	----------------------------------

RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	3 Team Leaders with a team of catering assistants plus agency staff.
Salary bill for all staff reporting:	£140K
Responsibility for finance and level of financial control:	Stock control and ordering of consumables
Responsibility for Physical Resource:	Catering equipment within café Refresh.
Responsibility for Data and Information:	Personal confidential information on staff. Pricing rationale and approach.

## GUIDELINES AND EXPECTATIONS

Authorities & Limitations
<p>This post is responsible for the day to day delivery of a quality and efficient service in RCP Café Refresh.</p> <p>You are expected to ensure effective ways of working referring to relevant EL policies and procedures. You are responsible for the effective use of all resources in the Cafe (staff, facility, asset, and financial), making changes to maximise profitability.</p> <p>You will enforce the delivery of Café Refresh systems and procedures, and seek ways to improve these with agreement of your Manager.</p> <p>You need to be able to respond to and resolve customer enquiries, complaints and comments, in person where possible. Ensure any outcomes are shared. You can refer more complex issues to your Manager for guidance.</p>

<b>Communication &amp; Representing The Organisation</b>	
<p>You are expected to lead, inspire and engage your team, ensuring that communications are clear, appropriate and understood by staff. You need to be able to provide them with feedback on their performance and ensure that they understand what is expected of them.</p> <p>You have a number of key stakeholders to build effective relationships with. For example, you need to be able to build relationships with:</p> <ul style="list-style-type: none"> <li>• All other staff in RCP to ensure that Café Refresh compliments the rest of the RCP services</li> <li>• Event organisers (e.g. CEC, NGB, sport events etc) to ensure that their needs are understood and met.</li> <li>• External suppliers to ensure that we receive a good level of service from all our suppliers.</li> </ul> <p>You will be able to engage with our customers, encourage feedback from them about our service, and provide them with service information so that they are fully informed about Café Refresh services.</p>	

<b>Safeguarding Our Customers</b>	
<p>You are responsible for enforcing the Health &amp; Safety Policy, Food hygiene and Cooksafe Food Safety, for both staff and customers.</p> <p>You will work with Environmental Health to maintain all records for Café Refresh, to ensure that they comply with food safety and inspection standards.</p>	

<b>Problem Solving</b>	
<p>You find the best and most effective ways to do things and make the right decisions. You are expected to analyse a wide variety of management information and determine the actions that you and your team need to take to maintain/improve performance and develop a great customer experience. You are expected to use your professional expertise and creativity to be able to quickly spot trends, develop business opportunities and address areas of underperformance to help ensure that Café Refresh at RCP achieves business targets and complies with all food safety legislation.</p> <p>You will support the catering manager in the creation of the annual service improvement plan and manage your team to deliver this successfully.</p> <p>You support DMs, Catering Manager and Centre Manager in the delivery of catering for events at RCP.</p>	

<b>Impact On Organization</b>	
<p>The Café is now a large part of the RCP and Edinburgh Leisure portfolio, that its successful operation is critical to support the overall performance of the business and RCP. The Cafe must meet its expenditure targets and continue to develop as a service. Your role is vital to help Café Refresh to achieve targets.</p>	

<b>JOB DEMANDS</b>	
<b>Physical</b>	A reasonable level of personal fitness is required to carry out this role as you will spend a lot of time on your feet serving customers and keeping Café Refresh clean and tidy. You may also be required to handle deliveries, therefore some lifting and carrying is expected.

<b>Mental</b>	This role involves dealing with the front of house service delivery for Café Refresh. The environment can be busy and there will often be conflicting demands on your time and attention. You will need to be able to prioritise these and respond quickly and effectively throughout your shift.
<b>Emotional</b>	This role deals with customers and their expectations. You need to be able to respond to customer situations in a calm and professional manner to prevent any issues from escalating, and support your team to do the same.
<b>Environmental</b>	Based in Café Refresh in RCP, which is a clean, bright and busy environment. There may be opportunities to work in other catering facilities in EL.

## PERSON SPECIFICATION

Factor	Essential	Desirable
<b>Qualifications and Attainments:</b>	<ul style="list-style-type: none"> <li>• REHIS Intermediate Food Hygiene or equivalent</li> <li>• Supervisory Management Qualification (NEBSM)</li> </ul>	<p>You will be expected to gain the following qualifications while in the role:</p> <ul style="list-style-type: none"> <li>• Institute of Occupational Safety and Health (IOSH) or equivalent</li> <li>• First Aid at Work</li> </ul>
<b>Knowledge and Experience:</b>	<ul style="list-style-type: none"> <li>• Catering experience and skills – food preparation and food assembly to comply with Food Safety &amp; HACPP</li> <li>• Evidence/experience in the preparation of hot &amp; cold drinks, service vending machines, stock management &amp; merchandising, receiving of stock and storage</li> <li>• Experience of leading catering staff</li> <li>• Evidence of meeting performance targets and developing a service to increase profitability</li> <li>• Evidence of delivering catering for events</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of menu and product development</li> </ul>
<b>Additional Requirements (e.g. competencies):</b>	You are passionate and enthusiastic and live the Edinburgh Leisure values.	

DISCLOSURE/PVG REQUIREMENTS
Basic

I have read and understand this job description and I am clear about what is expected of me in this job.

Signed ..... Date .....