

Evaluation Date	
Grade	

JOB DESCRIPTION

Job Title:	Catering Team Leader	Reports to:	Duty Manager
Department:	Catering	Location:	EICA
Work Pattern:	Shift work	Contract Status:	Permanent

BACKGROUND

Edinburgh Leisure is Edinburgh's biggest provider of Leisure Services, welcoming over 4 million customer visitors a year to our 30 venues across the City. We have a total income of around £25m 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

You will lead and work with your team to ensure the day to day delivery of excellent customer service. You will be responsible for setting standards and ensuring that they are delivered over the service, responding to enquiries and leading the team to achieve the same.

KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
1. Lead by example to ensure a high standard of food & beverage service delivery to our customers, ensuring that service delivery is achieved in line with H&S requirements and complies with food safety regulations.	30%
2. Ensure all records relating to food safety, temperature monitoring systems are recorded accurately and are available for review.	20%
3. Lead and develop a team of catering assistants, carry out duties associated with the line management of staff, e.g.	20%

return to work interviews, performance appraisal, recruitment & selection.	
4. Consult with your customers to seek feedback in order to improve the catering service level, provide regular business updates to the facility manager on a weekly/monthly basis in connection with financial operation practice	20%
5. Build relationships with catering suppliers and manage stock ordering processes effectively to ensure optimal stock levels are maintained to ensure wastage is minimised.	10%

RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	Team of catering assistants
Salary bill for all staff reporting:	tbc
Responsibility for finance and level of financial control:	Complete financial, cash handling, stock rotation and stock control procedures, completing checks and paperwork as necessary. Monitor your proportion of the budget to ensure agreed income and expenditure targets are adhered to.
Responsibility for Physical Resource:	Use of a range of food & beverage preparation equipment. Responsible for ordering food, beverage and disposables
Responsibility for Data and Information:	Compile reports relevant to your role and responsibilities within your team, for example end of shift reports, performance reports and incident reports. As a line manager you will have personal information relating to your direct report.

GUIDELINES AND EXPECTATIONS

Authorities & Limitations
<ul style="list-style-type: none"> You'll be required to make and take decisions in line with agreed standards of working, however training will be provided to ensure you have the knowledge and skills to do the job. You should be able to respond to and resolve customer enquiries, complaints and comments – in person where possible – and ensure that any outcomes are shared and know when to refer the enquiry to the Manager. Reporting to the Duty Manager and working closely with the cooks you have input into design, adaptation of the cafe service, menus and event planning.
Communication & Representing The Organisation
<ul style="list-style-type: none"> Feedback to the facility management on "what our customer would like to see" to meet customer needs to ensure we meet customer satisfaction and income targets. Ensure that you and the team deliver high quality products with consistently high customer service and catering standards with a focus on continual improvement.

- Monitor the quality of the food & beverage offering to ensure consistent delivery in order to satisfy customers.
- Talk to customers to gather feedback in order to improve our catering product offering or service level, highlight any potential development opportunities to your supervisor.
- Regular communication with catering suppliers by telephone, email or in person.
- Conduct stock checks and keep accurate written H&S records as required and ensure the kitchen meets all food safety and hygiene standards. Be able to provide accurate information during inspections from (EHO) environmental health officer
- Analyse and review cafe income, prepare management information reports for budget and performance meetings

Safeguarding Our Customers

- Take an active role in the safety of yourself, your team, the facility and customers. Don't interfere with any equipment designed to preserve life. Take action to fix or report any potential hazard.
- Ensure the catering services provided meet with the appropriate legislation, licensing and in line with the Food Safety (Scotland) Regulations 2006.
- Ensure that EL's Health and Safety Policy is implemented and that all Health and Safety legislation and guidelines are adhered to, in particular Food Hygiene
- Ensure you and your team understand and fulfil their roles (following training) in:
 - Edinburgh Leisure's Health and Safety policy
 - Edinburgh Leisure's Child Protection policy
 - Emergency Action Plan (EAP)
 - Normal Operating Plan (NOP)

Problem Solving

- Deals directly with problems without relying on others to make decisions for them e.g. dealing with late or missing deliveries, substituting menu items etc.
- Service standards must be maintained therefore you are expected to react quickly and efficiently if and when things go wrong
- You must be able to plan effectively to meet the demands of customers, peaks in food service, balancing conflicting demands and responding to changing priorities

Impact On Organization

- The successful operation of Café is important to the overall performance of the business. Our aim is to deliver great food with great service to keep our customers wanting to come back. Your role is integral to making this work helping to grow our business, achieve income targets and continue to develop as a service.

JOB DEMANDS

Physical	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 food and beverages as well as keeping the food preparation area clean and
-----------------	--

	tidy. You may also be required to handle deliveries therefore some lifting and carrying is required.
Mental	This role requires alertness and professionalism as you will be expected to respond to all people and situations appropriately. You will need to be able to respond quickly and effectively throughout your shift.
Emotional	The vast majority of our staff and customers are happy to be there and a delight to deal with. There may however be occasions when you will have to respond to more challenging situations in a calm and professional manner.
Environmental	You will be expected to be in and around the venue interacting with people, to work as part of the venue team and assist in tasks such as event set-up and cleaning.

PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications and Attainments:	<p>For this role, you will be expected to hold the following qualifications:</p> <ul style="list-style-type: none"> • Minimum SVQ 2 Food Prep and Cooking and or City and Guilds 706/2 or equivalent • REHIS Intermediate Food Hygiene or equivalent (essential) • 	<p>You will be expected to gain the following qualifications while in the role:</p> <ul style="list-style-type: none"> • Institute of Occupational Safety and Health (IOSH) or equivalent • First Aid at Work • Maintain Food Hygiene qualifications
Knowledge and Experience:	<ul style="list-style-type: none"> • Catering & hospitality management experience • Supervision of staff • Experience in a customer service environment • Stock ordering and management • The ability to count accurately, operate tills, reconciliation and preparation of daily banking 	
Additional Requirements (e.g. competencies):		

DISCLOSURE/PVG REQUIREMENTS

Basic Disclosure

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

Signed

Date