

## JOB DESCRIPTION

### Catering Team Leader

#### BACKGROUND

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 delivery of excellent service. You will set the standards and ensure they are delivered. You'll be positive and proactive in your approach responding to our customers' needs and development of our catering service.

#### 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, develop, support and manage your direct reports to ensure they are high performing and work effectively as a team, so they deliver on their areas of responsibility. Support them in the leadership of their teams. <ul style="list-style-type: none"> <li>○ Hold regular meetings to agree actions, ways of working and support.</li> <li>○ Resolve any staff performance issues promptly and ensure that performance is managed in line with defined standards and policies.</li> <li>○ Ensure appropriate staff development is delivered and recorded.</li> </ul>	20%
4. Consult with your customers to seek feedback 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

<b>Responsibility for staff:</b>	Team of catering assistants
<b>Responsibility for finance and level of financial control:</b>	Responsible for financial, 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.

<b>Responsibility for Physical Resource:</b>	Use of a range of food & beverage preparation equipment. Responsible for stock control, food and supplies ordering.
<b>Responsibility for Data and Information:</b>	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**

<b>Authorities &amp; Limitations</b>
<ul style="list-style-type: none"> <li>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.</li> <li>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 your line manager.</li> <li>You will ensure that all required tasks are complete in readiness for daily operations, responding to the fluctuations in customer demand</li> <li>Ensure that the café is staffed appropriately to deliver the service</li> <li>You will use your knowledge, analysis of data e.g., customer feedback, sales to inform the cafe service, menus and if applicable event planning.</li> </ul>

<b>Communication &amp; Representing the Organisation</b>
<p>You will:</p> <ul style="list-style-type: none"> <li>Give 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</li> <li>Ensure that you and your team deliver high quality products with consistently high customer service and catering standards with a focus on continual improvement</li> <li>Monitor the quality of the food &amp; beverage offering to ensure consistent delivery to satisfy customers</li> <li>Talk to customers to gather feedback to improve our catering product offering or service level, highlight any potential development opportunities to your manager</li> <li>Have regular communication with catering suppliers by telephone, email or in person</li> <li>Conduct stock checks and keep accurate written H&amp;S records as required and ensure the kitchen meets all food safety and hygiene standards. You must be able to provide accurate information during inspections from (EHO) environmental health officer</li> <li>Analyse and review cafe income, prepare management information reports for budget and performance meetings</li> </ul>

<b>Safeguarding Our Customers</b>
<ul style="list-style-type: none"> <li>Take an active role in the safety of yourself and 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.</li> <li>Ensure the catering services provided meet with the appropriate legislation, licensing and in line with the Food Safety (Scotland) Regulations 2006.</li> <li>Ensure that EL's Health and Safety Policy is implemented and that all Health and Safety legislation and guidelines and are adhered to, in particular Food Hygiene</li> <li>Ensure you and your team understand and fulfil their roles (following training) in: <ul style="list-style-type: none"> <li>Edinburgh Leisure's Health and Safety policy</li> <li>Edinburgh Leisure's Child Protection policy</li> <li>Your venue's Emergency Action Plan (EAP)</li> <li>Your venue's Normal Operating Plan (NOP)</li> </ul> </li> <li>Ensure that the venue and your area of work is clean, tidy and presentable</li> </ul>

<b>Problem Solving</b>
<ul style="list-style-type: none"> <li>Deal directly with problems without relying on others to make decisions for you e.g. dealing with late or missing deliveries, substituting menu items etc.</li> </ul>

- 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 Refresh 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

<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 food and beverages as well as keeping the food preparation area clean and tidy. You will also be required to handle deliveries therefore some lifting and carrying is required
<b>Mental</b>	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.
<b>Emotional</b>	There may be occasions when you will have to respond to more challenging situations in a calm and professional manner.
<b>Environmental</b>	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

#### Qualifications and Attainments:

Essential	Desirable
<ul style="list-style-type: none"> <li>• Minimum SVQ 2 Food Prep and Cooking and or City and Guilds 706/2 or equivalent</li> <li>• REHIS Intermediate Food Hygiene or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Institute of Occupational Safety and Health (IOSH) or equivalent</li> <li>• First Aid at Work</li> <li>• Maintain Food Hygiene qualifications</li> </ul>

#### Knowledge and Experience:

Essential	Desirable
<ul style="list-style-type: none"> <li>• Catering &amp; hospitality management experience</li> <li>• Supervision of staff</li> <li>• Experience in a customer service environment</li> <li>• Stock ordering and management</li> <li>• Familiarity with point of sales equipment</li> <li>• Good numerical skills</li> </ul>	

**ESSENTIALS** Behaviour Standards

Leadership by EVERYONE & SUPERVISOR

### 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.**