

Group Member:		Luminate Group Services	
Job Title:		Level 3 Hospitality Supervisor Apprentice	
Reports to:		Restaurant & Commercial Events Manager	
Job Grade	L3 Apprentice	Department	Retail Operations

ROLE SUMMARY:

To work closely with the Restaurant & Commercial Events Manager to manage food and catering service to a high standard, assist in the preparation of food and snacks, deliver excellent customer service, and keep the kitchen and restaurant areas clean and tidy at all times.

SPECIFIC ROLE RESPONSIBILITIES:

1. To assist the Restaurant & Commercial Events Manager with the efficient and effective operation of the Company's catering service, working to agreed service standards and financial regulations.
2. Coordinate the team to deliver to customers according to their needs in line with business/brand standards, enhancing their experience where appropriate
3. To assist in the training and supervision of catering staff and student casuals.
4. Ability to participate in evening/weekend work as required.

CORE RESPONSIBILITIES:

1. Monitor the team to ensure they follow processes and procedures in line with business/brand standards at all times
2. Be proactive in supporting sales and marketing activities
3. To project a willing and helpful attitude to customers at all times, seek appropriate knowledge of food items, and keep service areas clean and fully stocked.
4. To assist in the successful operation of the bars and catering service for events and other functions.
5. To carry out clerical activities in respect of daily catering controls, records and complete daily paperwork and update computer systems in accordance with financial procedures and as directed by the Restaurant & Commercial Events Manager
6. Use of an EPOS till, including cashing in.
7. To ensure food safety requirements are adhered to at all times and all due diligence records are completed accurately.
8. Be prepared to work within any of the Colleges' outlets.

9. Any other duties commensurate with the level of the post, which may be required from time to time.
10. Responsible for safeguarding and promoting the welfare of children, young people and vulnerable adults.
11. Any other duties that are specific to the department.
12. Assistance in the preparation, support and participation of examinations and invigilation across the Group.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminare Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the Group's Values:

Kindness

Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them

Enjoyment

Fostering environments that enable staff and students to be brave, interact and have fun

Passion

Encouraging all to have aspiration and passion in everything they do.

Ownership

Using our robust business planning model to allow areas to have clear ownership over their vision and performance

Collaborative

Proactively seeking opportunities to create synergies and positive outcomes for all

Creative

Always hungry to learn and looking ahead so we can be responsive

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The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,
C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. Basic Food Hygiene certificate	A / C
D	Q2. English and Mathematics at level 2 or above	A / C
D	Q3. Specialist qualifications that may support application	A / C

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Relevant up to date knowledge of catering and hospitality	I
E	EK2. Experience of working in a fast-paced environment and Supervisory experience of bar and/or catering environment	A / I
E	EK3. Ability to follow food hygiene systems and monitor due diligence records	I

E	EK4. Experience in using a till and dealing with cash and credit cards	A / I
E	EK5. Ability to use own initiative and create opportunities for upselling products	A / I
E	EK6. Ability to communicate effectively with team members and customers	A / I
D	EK7. Ability to organise and oversee the work of others	A / I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Professional and Technical Knowledge Has full command and use of relevant professional/technical knowledge and job-related knowledge and skills.	I
E	SC2. Interpersonal and Communication skills. Relates effectively to others, both one to one and in teams, able to manage a team	I
E	SC3. Customer service skills Able to effectively and positively deal with customers and increase sales through effective retailing.	I
E	SC4. Critical Thinking Ability to make sense of complex issues, identify and solve problems and to think on one's feet.	I
E	SC5. Self-management and learning Ability to maintain appropriately directed energy and stamina, to exercise self-control and to learn new behaviours	I
E	SC6. Enduring Resilience Continually exuding optimism and a 'can do' attitude	I

Behavioural, Values and Ethos

Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A / I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I