

Group Member:		Luminate Education Group	
Job Title:		Food Service Supervisor	
Reports to:		Catering & Bar Manager	
Job Grade	LEG A	Department	Retail Operations

ROLE SUMMARY:

To support the Catering Manager in the day-to-day operation of the catering service, ensuring high standards of customer service, food safety, health and safety compliance, and operational efficiency. The post holder will provide guidance and support to catering staff, assist with routine administrative duties and due diligence records, and contribute to the smooth running of the service across all trading periods, including evenings and weekends where required.

SPECIFIC ROLE RESPONSIBILITIES:

1. Ensure customers receive a prompt, professional and efficient service, consistently delivering high standards of customer care and exceeding expectations.
2. Support the Catering Manager with the day-to-day running of the operation, ensuring the smooth, safe and effective delivery of retail catering, hospitality and licensed bar services.
3. Support the delivery of hospitality, retail catering and licensed bar operations during performances, concerts, conferences and other events, including evening and weekend shifts where required.
4. Provide day-to-day supervision, guidance and support to Food Service Assistants and other catering staff, allocating duties, monitoring performance and maintaining high standards of service, presentation and compliance.
5. Act as the lead person on shift in the absence of the Catering Manager, escalating operational issues where appropriate and ensuring service continuity.
6. Assist with opening and closing procedures, including security checks, cash handling processes and end-of-day reconciliations.
7. Operate EPOS systems and undertake cashing-up, banking and associated administrative duties in accordance with Group procedures.

8. Assist with stock ordering, stock control, stock rotation and stock taking activities, helping to minimise wastage and maintain product availability.
9. Monitor and maintain retail displays, ensuring products are attractively presented, correctly priced, fully stocked and accurately labelled.
10. Prepare and serve a range of food and beverage products, including sandwiches, paninis, salads and other light meals, in accordance with food safety standards.
11. Ensure allergen information is accurately displayed and communicated, including the production of allergen labels and compliance with current food legislation.
12. Complete and maintain accurate food safety, health and safety and due diligence records, including temperature monitoring, cleaning schedules and other compliance documentation.
13. Maintain the highest standards of cleanliness, hygiene and housekeeping across all catering and back-of-house areas, including the cleaning of equipment and workspaces.
14. Support the induction, training and development of new and existing team members, promoting safe working practices and excellent customer service standards.
15. Assist in the planning and delivery of hospitality events, concerts, performances, conferences and other special events, ensuring a professional and customer-focused service.
16. Undertake routine checks of equipment and facilities, reporting maintenance issues promptly and taking appropriate action where required.
17. Build positive relationships with students, staff, visitors and external clients, responding professionally to enquiries, feedback and complaints.
18. Support initiatives that drive customer engagement, sales growth and service improvement.
19. Promote and uphold all Group policies relating to food safety, health and safety, safeguarding, equality, diversity and inclusion, and restorative practice.

CORE RESPONSIBILITIES:

1. Be prepared to work within any of the Group's catering outlets as required.
2. Responsible for safeguarding and promoting the welfare of children, young people and vulnerable adults.
3. Participate in evening and weekend working as required to support business needs, performances, hospitality events and other operational activities.
4. Undertake any other duties commensurate with the grade and responsibilities of the post.
5. 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 Luminate 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

Ownership

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

Enjoyment

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

Collaborative

Proactively seeking opportunities to create synergies and positive outcomes for all

Passion

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

Creative

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

Person Specification

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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
D	Q1. English and Mathematics at level 2 or above	A / C
E	Q2. Basic Food Hygiene certificate	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	A / 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 organise and oversee the work of others	A / I

E	EK4. Ability to follow food hygiene systems and monitor due diligence records	A / I
E	EK5. Experience in using a till and dealing with cash and credit cards	A / I
E	EK6. Ability to use own initiative and create opportunities for upselling products	I
E	EK7. Ability to communicate effectively with team members and customers	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