



Edge Hill
University

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GOOD
UNIVERSITY
GUIDE
2022

MODERN
UNIVERSITY
OF THE YEAR



Senior Catering Supervisor

Reference: EHS0034-0523
Salary: £24,144 - £25,948 per annum
Grade 4, Points 15-18
Contract Type: Permanent
Hours: Full Time (36.25 hours per week)
Location: Ormskirk

Accountable to: Director of FM

Reporting to: Assistant Operational Manager





About Facilities Management

The FM **Mission** – *our purpose*

“To provide consistently high-quality environmental conditions and customer services that support and enable the provision of an outstanding student experience.”

The FM **Vision** – *our aspirations*

“To be recognized beyond the HE sector as a leading professional in-house FM service provider that adds tangible value and actively contributes to the core business – the attraction, recruitment and retention of students.”

The FM **Values** – *guiding our decisions and our behaviour.*

“All that we do is underpinned by our values. Our values are embedded in our structure, our decision making, our behaviours and our performance”

- Put the customer first
- Be passionate about service
- Act as one team
- Demonstrate responsibility and ownership
- Be confident, receptive and willing to learn

Facilities Management (FM) at Edge Hill is the largest support department at the University employing over 320 members of staff across 10 defined service areas. We provide hard and soft FM services to almost 12,000 full time equivalent (FTE) students and 2,000 FTE members of staff in addition to a significant number of visitors, partners and members of the public using the 160-acre campus. Our award-winning campus boasts over 120,000m² of built environment, including 2500 residential bedrooms. The departmental revenue budget is circa £17m per annum, with additional annual capital expenditure typically exceeding £2m. Our multi-award-winning FM team is recognised within and beyond the higher education sector, and at senior executive and board level, for our customer-centric culture, and our direct positive contribution to the core business – the attraction, recruitment and retention of students.



About the Commercial Services Team

FM Commercial Services provides a highly professional, integrated support service delivering 'front-of-house' services to our staff, students, and visitors to the University. We provide Catering, Reception and Switchboard services and manage all corporate conferences and events to ensure Facilities Management effectively responds to our customers' requests in an efficient and timely manner.

About the Role

Reporting to the Assistant Operations manager, you will be responsible for the team that delivers food and beverage service across campus including internal, external hospitality and events services which runs 7 days a week from 07:00 – 22:00pm. Your team will have key areas of focus ensuring the management of high-quality outlets, university, community and student centric events, hospitality, and graduations.

You will be focused not only on growing the level of income (and contribution margin) across the business; you will also ensure that the food and beverage operations are at all times aligned to the student journey.

You will be responsible for contributing to a commercially balanced, sustainable business that ensures that we provide a consistently high-quality customer service that supports the provision of an outstanding student experience, raises the profile of the University or its teachings.

About You

You will have demonstrable experience of supervising an operational team with the ability to multitask effectively in a fast-paced, dynamic environment, and perform your duties in a manner that maximizes profits and achieve VFM. You will demonstrate a positive, proactive, and flexible approach to meeting customer needs. You will have great interpersonal skills, be passionate about customer service and strive for continuous improvement. You will be dedicated, competent and have strong leadership skills. You will be self-motivated with a drive for personal learning and development, identifying opportunities for enhancing your own skills and competencies.

You will have proven ability to adopt appropriate communication styles to meet customer and support service requirements, including the ability to negotiate successfully, persuade and establish effective working relations with client and service providers.

You will have demonstrable experience of supervising a food and beverage operation. You will have an excellent knowledge of standards and best practices within the hospitality and events industry. You will have a strong customer focus and drive for continuous improvement.





Duties and Responsibilities

To work with senior staff to analyse requirements of the role and, based on findings, to develop, implement and maintain efficient and effective administrative systems to suit the needs of the role, ensuring these comply with Faculty and University policies and guidelines. For example:

- To monitor, record and support staff/student activity in relation to Conference and Events
- To store and retrieve information safely and accurately.
- To provide accurate statistical and financial information in an appropriate format and on time
- To liaise with agencies as required within the University for example Corporate Marketing, Careers and colleagues in departments and at Faculty level on activity such as Residential, Core recruitment and day to day events.
- To aid colleagues in Faculties with the recruitment of their courses through their event programme, offering support, logistical and operational guidance
- To work with external agencies as required.
- To maintain up to date Risk Assessments and SOPs as outlined by the HACCP policy.
- To maintain all staff files and role specific training such as cash handling policy

To line manage develop, support, and motivate operational staff to ensure that excellent customer service is completely embedded into all aspects of service delivery.

Encourage and role-model core competencies and behaviours within the Commercial Services Team that promote customer services excellence and a culture of teamwork, promoting staff inclusion, empowerment, and ownership.

Implement clear service level agreements for hospitality in consultation with the FM Customer Experience Team to ensure that standards are maintained, and expectations are managed.

To actively monitor performance indicators and other formal measurements to monitor standards of service delivery and quality of work within the team.

Proactively research potential customer service enhancements that can be implemented to enhance the customer experience and improve service efficiency.

Undertake the recruitment and selection of staff, completing all necessary documentation in accordance with the University procedures.





Implement an effective communication network within the department (team briefing etc) ensuring all staff are aware of the corporate and FM aims and their contribution they make in achieving these.

Effectively manage staff attendance ensuring that appropriate action is taken in accordance with the University Absence Policy.

To maximise individuals and team efficiency using a proactive performance review process to ensure staff realise their full potential.

Conduct a comprehensive Training Need Analysis alongside the Assistant Operations Manager to ensure that the Catering Assistant remain highly competent and compliant.

Carry out benchmarking exercises to demonstrate value for money and relative performance of services by reviewing performance data to measure productivity and identify areas requiring improvements and new revenue streams.

Maintain personnel files and outlet filing system ensuring all records and communications are kept in line with GDPR regulations.

Carry out duty manager roles when opening and closing outlets including but not limited to; key holder responsibilities, financial, legislative health and safety as well as the operational contact for food safety during peak trading hours.

Any other duties deemed appropriate by the Assistant Operations Manager.

Financial Management

Ensure compliance and adherence to the University's Financial Regulations and procedures, by training, supervising, follow-up audits and hands on management.

Manage operational budgets for outlets by ensuring that expenditure for relevant orders is controlled.

Organise, facilitate and manage stock takes at regular intervals.

Be responsible for ordering of supplies and equipment as necessary to maintain high standards of food and beverage operations and events across multiple outlets, internal and external events, and hospitality provision.



Safety Management

Keep abreast of Food Hygiene legislation and regulatory developments so as to ensure the University remains compliant.

Ensure foody hygiene and allergen legislation is adhered too daily across all outlets and hospitality provisions.

Ensure risk assessments are prepared for all areas of the business and reviewed at least annually and ensure that actions are carried out in a timely manner.

Skills and Attributes

Ability to sustain and develop team working and team-based problem solving.

Possess the ability to lead and motivate a team of people to succeed by utilising appropriate interpersonal styles including leading by example, setting objectives, and defining responsibilities to give a clear sense of direction.

Good understanding of customer deliverables and the impact of failure /cost of poor quality

Able to achieve results by setting high standards and committing to clear objectives.

Excellent communication skills

Strong analytical and problem-solving skills and able to establish logical practical solutions.

Strong people and performance management skills

Computer literate with good numeric skills

Corporate Responsibilities:

Promote and facilitate cross-university and inter-disciplinary developments in support of the student experience.

Support the University's further development and respond to the needs generated by engaging a diverse student body.

Actively promote and support effective communications in all aspects of the work of the University.



Flexibility and Out of Hours

- To be flexible in order to deliver the financial and strategic aims of the business, which will include a rota of working evenings and weekends 5 over 7 throughout the year.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons.
- c) Undertake appropriate learning and development activities as required.
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner.
- f) Demonstrate excellent Customer Care in dealing with all customers.

Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.





Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (A/S/I/T/P)
Qualifications				
1.	Good standard of education (minimum GCSE Grade C or above in Mathematics and English or equivalent)	*		A
2.	Level 2 NVQ Certificate in Catering, Hospitality or Customer Service	*		A/I
3.	ECDL/IBT 2 or equivalent experience	*		A
Experience and Knowledge				
4.	Demonstrable experience of supervising multi-site food and beverage operation within the HE or commercial sector	*		S/I
5.	Sound commercial awareness of current best practice within the hospitality sector	*		I
6.	Experience of budget management and knowledge and understanding of cost control	*		S/I
7.	Experience of advance planning and working from function sheets accurately, ensuring all facilities are prepared for events according to customer requirements	*		I
8.	Experience of using a range of Microsoft Office applications including the use of Excel and Word at an advanced level	*		I
9.	Ability to build professional partnerships and maintain effective working relationships	*		I
10.	Ability to analyse problems analytically, develop opportunities and implement innovative solutions/approaches	*		I





		Essential	Desirable	Method of assessment (A/S/I/T/P)
Abilities and Skills				
11.	Outstanding leadership, organizational, multitasking, and problem-solving skills	*		S/I
12.	Demonstrable experience of planning and managing resources to meet service delivery objectives	*		S/I
13.	Team Management and development experience	*		S/I
14.	Ability to work well under pressure, handle competing demands, prioritise and scheduling work appropriately	*		I
15.	High level of self-motivation	*		I

How to Apply

When you are ready to start the formal application process, please visit our [Current Vacancies page](#) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information, and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11:59pm on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

Application > Shortlisting > Interview > Outcome

For informal enquiries about this vacancy, you may wish to contact: Nichola Seddon, Catering Operations Manager, at seddonn@edgehill.ac.uk

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society

