## Role profile

**Job title**  
Team Leader

**Job family and level**  
O&F Level 1-E

**School/Department**  
Catering Services

**Location**  
University Park Campus

### Purpose of role

To be responsible for the day-to-day service activity of a catering unit, and the organisation of resources to ensure consistent, high quality customer service delivery to advance the student experience.

### Main responsibilities

<table>
<thead>
<tr>
<th></th>
<th>(Primary accountabilities and responsibilities expected to fulfil the role)</th>
<th>% time per year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The organisation, operation and supervision of a catering unit, providing a comprehensive food preparation and beverage service. Continually reviewing procedures to identify opportunities for service and product improvements to advance the student experience. Assist in achieving all financial targets to include food and beverage, consumables and labour costs.</td>
<td>40%</td>
</tr>
<tr>
<td>2</td>
<td>All aspects of staff supervision within a unit, taking part in induction and training for individuals and low level performance management. Identifying resources required to ensure high quality and consistent service provision.</td>
<td>15%</td>
</tr>
<tr>
<td>3</td>
<td>To be responsible for all monies, to include cashing up, banking and safe reconciliation. Care of equipment and the security and safety of the unit. Opening and closing the unit.</td>
<td>15%</td>
</tr>
<tr>
<td>4</td>
<td>Liaison with customers, suppliers, other catering and University departments and personnel.</td>
<td>10%</td>
</tr>
<tr>
<td>5</td>
<td>Maintain accurate stock control, including ordering, delivery checks, line checks, control of wastage and transfers between units.</td>
<td>5%</td>
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<tr>
<td>6</td>
<td>To be fully conversant with and competent to use all systems and equipment in area of work. Regular use of computers and University software.</td>
<td>5%</td>
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<tr>
<td>7</td>
<td>To successfully supervise adherence to food safety and health and safety regulations, University, Hospitality and external, standards, policies, procedures and codes of practice.</td>
<td>5%</td>
</tr>
<tr>
<td>8</td>
<td>Undertaking and utilising training and development to enhance working skills and knowledge of self and team, to improve service delivery.</td>
<td>5%</td>
</tr>
<tr>
<td>9</td>
<td>Any other duties appropriate to the grade and role of the person appointed.</td>
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</table>
### Person specification

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<tr>
<th></th>
<th>Essential</th>
<th>Desirable</th>
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</thead>
</table>
| **Skills**             |▪ Actively seeks to develop self  
▪ Adaptable  
▪ Attention to detail  
▪ Seeks explanations and solutions  
▪ Concentrates attention and activity on customer  
▪ Effective communicator                                                           |▪ Work under pressure and on own initiative  
▪ Develops others  
▪ Leadership skills  
▪ May take the lead with control of certain functions                         |
| **Knowledge and experience** |▪ Good working knowledge of the hospitality industry  
▪ Leadership skills  
▪ Stock control  
▪ Cash handling  
▪ Supervisory experience gained within a similar environment  
▪ Planning, administration and organisation                                           |▪ Food hygiene qualification  
▪ Barista trained  
▪ Cellar work  
▪ Driving license  
▪ Knowledge of Microsoft Office products (Word and Excel) and University based programmes |
| **Qualifications, certification and training (relevant to role)** |▪ Good level of literacy and numeracy                                               |                                                                          |

The University strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women’s careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University’s strategy, vision and values. The following are essential to the role:

Valuing people  Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.

Taking ownership  Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.

Forward thinking  Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.

Professional pride  Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.

Always inclusive  Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

Key relationships with others

- Line manager
- Role holder
- Key stakeholder relationships
  - Direct Reports
  - Colleagues
  - Students

Retail Operations Manager
Team Leader