



Job title	Team Leader	Job family and level	O&F Level 2
School/ Department	Estates & Facilities	Location	Any University Campus

Purpose of role

To be responsible for the day-to-day service activity of high income or multiple hospitality units and the organisation of resources to ensure consistent delivery of high-quality customer service delivery.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<ul style="list-style-type: none"> The organisation, operation and supervision of catering outlets, small/medium and large and/or multi units, providing a comprehensive food and beverage service. To continually review procedures to identify opportunities for service, product and sustainability improvements. Driving all financial targets to include food and beverage, consumables and labour cost. 	35%
2	<ul style="list-style-type: none"> All aspects of staff leadership in small/medium and large and/or multi units. Responsible for induction, training for individuals and teams, performance management, team member welfare, absence reviews, Vanquish/labour data in-put, organizing rotas and identifying resources necessary for providing a high quality and consistent service. 	25%
3	<ul style="list-style-type: none"> To be responsible for, monitor and take corrective action for food safety and health and safety regulations, University, hospitality and external, standards, policies, procedures and codes of practice. 	17%
4	<ul style="list-style-type: none"> To be responsible for all reconciliation of payment methods, to include cashing up, banking and safe reconciliation and the security and safety of the unit. 	5%
5	<ul style="list-style-type: none"> Maintain accurate stock control, including ordering, delivery checks, line checks, control of wastage and transfers of stock and equipment between units. 	5%
6	<ul style="list-style-type: none"> Liaison with Student Groups, building/faculty leads, customers, wardens, JCRs, suppliers, other hospitality and University departments and personnel. Attendance to departmental meetings. 	5%
7	<ul style="list-style-type: none"> To be fully conversant with and competent to use all systems and equipment relevant to area of work. Ensuring reporting colleagues are suitably trained and due diligence paperwork is completed 	5%
8	<ul style="list-style-type: none"> Undertaking and utilizing training and development to enhance working skills and knowledge of self and team, to improve service delivery. 	3%
9	<ul style="list-style-type: none"> Any other duties appropriate to the grade and role of the person appointed. 	

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Actively seeks to develop self. ▪ Adaptable. ▪ Attention to detail. ▪ Seeks explanations and solutions. ▪ Concentrates attention and activity on customer. ▪ Excellent communication skills. ▪ Excellent planning, organisational and administrative skills. 	<ul style="list-style-type: none"> ▪ Work well under pressure and on own initiative.
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of managing staff. ▪ Knowledge of Microsoft Office products especially Word and Excel. ▪ Substantial supervisory experience gained within a similar role. ▪ Experience of training staff. ▪ Experience of stock management. ▪ Experience of cash handling. ▪ Experience of working towards financial targets. 	
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Excellent level of literacy and numeracy. 	<ul style="list-style-type: none"> ▪ Food hygiene qualification.



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 friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
- Taking ownership** Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as H&S, EDI and other considerations.
- Forward thinking** Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
- Professional pride** Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
- Always inclusive** Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

