

# Job Profile

## Food and Drink Supervisor

Grade D

Date created: 07.09.18

### About the Job

- To be part of the council's Visitor Experience Team in delivering a vibrant but sympathetic offer within the city. This supervisor role will be responsible for the day to day operation of the food and drink service at the Arbor at Gloucester Crematorium.
- This post will work flexibly to ensure that the service is delivered effectively, efficiently and customer focused and with regard to the principles of asset based community development

### This is what we need you to do...

- Supervise the effective operation of the City Council's wake/café service at the Arbor including opening, closing and being responsible for the safety and security of our facilities.
- Supervise the food and drink team at the Arbor conducting staff 121s, providing training and ensure that the service is well resourced through rota management.
- Supervise and maintain high levels of presentation of food and drink at all times, presenting the café and bar to high standards whilst complying with all regulations and laws in the service of alcohol.
- Manage the administration of the service, keeping detailed records of income and expenditure to ensure that the service is meeting/exceeding its income targets.
- Be accountable for all health and safety matters within the Arbor including compliance and food hygiene and promote a clean and vibrant food and drink service by ensuring that the venue is clean and taking initiative when issues arise.
- Comply with procedures to manage risk to the public, staff, traders and contractors and follow and comply with set procedures for income management, cash handling and till operation.
- Investigate, report and oversee necessary repairs and maintenance of buildings, plant and equipment.
- Take responsibility for service complaints, resolving within corporate timescales and implementing new procedures.
- Act as the designated fire warden and be confident in fire evacuation.
- Make decisions in response to continually changing customer needs and expectations, including anticipating demands and forward thinking but also solving on the spot problems
- Contribute to the delivery of service plans in order to meet the council's corporate plan priorities in accordance with the requirements of the Food and Drink Team Leader.
- Demonstrate a commitment to personal and professional development, working with managers to identify any gaps in skills, knowledge and expertise and plan for improvement.
- Consider the financial implications of any activities affecting the use of council funds, seeking best value for money and identifying or recommending more cost-effective options.
- Take on any other additional duties as reasonably required within Gloucester City Council

### Special Conditions

- This post is subject to an annualised hour's contract.
- Evening work may be required subject to wake bookings.
- Become the personal license holder for the Arbor.

## Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

### The ideal candidate will have...

#### Experience

- Experience of managing/supervising a team in high pressure environments.
- Experience of food preparation and strong presentation skills.
- Experience of delivering training

#### Knowledge, Skills and Understanding

- Excellent customer service standards.
- Excellent communication skills with the ability to put people at ease.
- Ability to work effectively as part of a team and be flexible and adaptable to changing priorities.
- Consistently present food to a high standard.
- Ability to serve and supervise the sale of alcoholic and non-alcoholic drinks in a bar setting with the understanding of the laws surrounding the service of alcohol.
- Ability to confidently make decisions, communicating them clearly, whilst often working under conflicting pressures.
- Thorough health and safety knowledge and understanding of risk.
- Able to promote products to meet sales targets.
- An understanding of and willingness to work unsocial hours when required.

#### Behavioural attributes

- **Efficiency and Value For Money:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **Forward thinking with Innovation:** Being creative and using your initiative you actively seek to improve services and processes.
- **Making Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City:** Being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working Together to make it Happen:** As a team worker you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Expected to perform at level 1 of Gloucester City Council's Employee Behaviours Framework

#### Education & Qualifications

##### Essential

- A good level of general education.
- A qualification in Food Safety or the commitment to achieving this

##### Desirable

- Personal License holder or commitment to obtain this