

Candidate Information

Position:	Food to Go Supervisor
School/Department:	Student Plus
Reference:	22/109974
Closing Date:	Friday 22 July 2022
Salary:	£21,686 - £24,174 per annum plus generous shift allowance

JOB PURPOSE:

To assist the Retail Store Manager of The Union Shop with the delivery of an efficient, effective, customer led service. To ensure the running of the Food to Go department to ensure the highest standard of hygiene, health and safety, food quality whilst delivery exceptional customer service.

In addition, they will work in any agreed satellite and pop up retail units operated under The Union Shop brand or other University outlets across campus.

The post involves working in a shift pattern over 7 days on campus.

MAJOR DUTIES:

1. To assist the Retail Store Manager by running the Food to Go department in The Union Shop, achieving and exceeding agreed budgeted sales and margins, whilst providing a value for money service and adhering to the ethos of the One Elmwood Student Centre.
2. Opening and closing of The Union Shop ensuring adherence to opening hours as required.
3. To assist the Retail Store Manager in the preparation of menus and budgets for the department.
4. To prepare and cook all food in line with procedures and Health & Safety regulations.
5. Supervise and allocate work to the Food to Go team, regularly monitoring and reviewing quality of work done to ensure the provision of a well maintained, adequately stocked, compliant and high-quality customer focussed operation
6. To exercise and enforce Health & Safety compliance, security, discipline and due diligence within the Food to Go team.
7. To carry out food safety control checks in all areas to ensure standards are being maintained and recorded.
8. Provide excellent customer service and contribute to the achievement of targets (sales and profit) through engagement with customers and provision of a welcoming, efficient and well maintained Food to Go department.
9. To report and record any hazards, accidents and incidents in line with university procedure.
10. Support the Retail Store Manager in liaising with the retail partner, The Henderson Group, ensuring that trading is in line with the agreement and utilising their support and expertise where required.
11. Ensure that stock is displayed in the correct manner to attract sales, the correct price is displayed and the waste recording procedure is followed.
12. To ensure the highest standard of cleanliness in the Food to Go department, front and back of house and the highest standard of personal hygiene within the team. Ensure The Union Shop dress code is observed to comply with Food Safety Regulations.
13. Assist in the induction, training and supervision of Food to Go team under the direction of the Retail Store Manager.
14. Alongside the Assistant Retail Store Manager, co-ordinate and participate in Health and Safety, Retail and Food Hygiene induction and follow up training.
15. Maintain documentation, carry out analysis of information and prepare standard reports e.g. completion of staff hours, delivery notes. Invoice preparation and collation.
16. Encourage new business by meeting internal customers, Clubs and Societies, University staff. Students' Union Executive and external customers.
17. To assist with the retail operation in The Union Shop as required.

18. Ensure that the The Union Shop complies with all the relevant retail, health, safety and food handling legislation /regulations and implement appropriate safe systems of work including fire safety, manual handling and safe food procedures.
19. Make a positive contribution to the future development of The Union Shop through suggesting and implementing service and product range improvements.
20. Carry out any other duties which are appropriate to the post as may be reasonably requested by the Retail Store Manager.

ESSENTIAL CRITERIA:

1. *GCSE English and Maths Grade C or equivalent/NVQ 2 or equivalent in a relevant subject.
2. *Plus a minimum of 3 years' relevant food handling experience.
OR
*Applicants without the relevant qualification above but demonstrates 4 years relevant food handling experience will also be considered.
3. *Current Level 2 Food Safety or equivalent
4. *Relevant experience to include:
 - Supervising staff including the design of staff rotas.
 - Food preparation.
 - Stock and wastage management.
 - Using relevant computer packages such as Microsoft Office, email and internet.
5. Understanding of current retail ,food safety and health and safety legislation and regulations.
6. Ability to record, store and retrieve information.
7. Excellent oral and written communication skills.
8. Good interpersonal skills.
9. Ability to work on own initiative and as part of a team.
10. Ability to plan and organise workload to meet standards and deadlines.
11. Flexible, willing to take on new tasks and duties.
12. Ability to make decisions and to plan and prioritise within remit of post.
13. Committed to high quality service delivery and customer satisfaction.
14. The post holder will be required to be flexible to work in a shift pattern which covers 7 days including public and bank holidays to meet the needs of the business.
15. They will work in any agreed satellite and pop up retail units operated under The Union Shop brand or other University outlets across campus as required.

DESIRABLE CRITERIA:

1. Retail or an equivalent customer focussed type qualification.
2. *Minimum of 3 years' relevant food handling experience within a retail environment.
OR
*Minimum of 4 years' relevant food handling experience within a retail environment will also be considered.
3. *Relevant experience to include
 - Supervising staff including the design of staff rotas.
 - Food preparation.
 - Stock and wastage management.
 - Using relevant computer packages such as Microsoft Office, email and internet.
4. *Retail experience.
5. *Responsibility for cashless transactions.
6. Use of touch screen EPoS system.