



Candidate Information

Position:	Food To Go Team Leader
School/Department:	Student Plus
Reference:	22/109975
Closing Date:	Friday 22 July 2022
Salary:	£18,852 - £21,686 per annum plus generous shift allowance

JOB PURPOSE:

To assist the Retail Store Manager and the Food to Go Supervisor of The Union Shop with the delivery of an efficient, effective, customer led service. To assist with the running of the Food To Go Department to ensure the highest standard of hygiene and food quality and the delivery of 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. As the Team Leader on shift be responsible for operation of the Food to Go department, assisting with the delivery of sales against an agreed target, controlling costs within the allocated budget and delivering a high standard of customer service. Act as keyholder in the absence of others.
2. Assist the Food to Go Supervisor to devise a rota for a team of staff. Delegate, and monitor, daily duties to all Food to Go staff ensuring high store standards and exemplary customer service.
3. To prepare and cook all food in line with procedures and Health & Safety regulations.
4. To assist in the induction, coaching, training and performance management of new and existing staff.
5. Carry out associated routine administrative processes e.g. updating records and staff rotas on a weekly basis, collating paperwork.
6. Ensure that the department has sufficient stock for each shift and liaise with the Food to Go Supervisor as required.
7. Ensure that stock security is maintained at all times through effective staff vigilance.
8. Provide a high level of customer service and operational standards whilst ensuring that work conforms to agreed quality standards & guidelines.
9. To ensure all stock is merchandised properly to the current planogram, correct SEL's in place.
10. 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.
11. To ensure that reductions and wastage are implemented and adhered to.
12. Ensure compliance with all licensing, health, safety & food hygiene regulations by implementing agreed safe systems of work laid out by the Retail Store manager/Food to Go Supervisor.
13. Undertake retail duties as and when required.
14. Carry out any other duties which are appropriate to the post as may be reasonably requested by the Retail Store Manager and/or Food to Go Supervisor.

ESSENTIAL CRITERIA:

1. *GCSE English and Maths Grade C or equivalent//NVQ 2 or equivalent in a relevant subject
Plus a minimum of 1 year's relevant food handling experience
OR
*Applicants without the relevant qualification but demonstrates 2 years relevant food handling experience will also be considered.
2. *Relevant experience to include:
 - Supervising staff.
 - Food preparation
 - Evidence of excellent customer service
 - Using relevant computer packages such as Microsoft Office, email and internet
3. Understanding of current retail ,food safety and health and safety legislation and regulations.
4. Ability to record, store and retrieve information.
5. Excellent oral and written communication skills.
6. Good interpersonal skills.
7. Ability to work on own initiative and as part of a team.
8. Ability to delegate workload to meet standards and deadlines.
9. Flexible, willing to take on new tasks and duties.
10. Ability to make decisions and to plan and prioritise within remit of post.
11. Committed to high quality service delivery and customer satisfaction.
12. 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.
13. 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. *A minimum of 1 year's relevant food handling experience within a retail environment.
OR
*Applicants without the relevant qualification but demonstrates 2 years relevant food handling experience within a retail environment will also be considered.
3. *Relevant experience to include:
 - Supervising staff.
 - Food preparation.
 - Evidence of excellent customer service.
 - 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.