

Candidate Information

Position: Campus Food and Drink Hospitality Supervisor
School/Department: Student and Campus Experience
Reference: 26/113536
Closing Date: Monday 10 August 2026
Salary: £29,118 - £30,630 per annum
Anticipated Interview Date: Thursday 20 August 2026
Duration: Permanent

JOB PURPOSE:

The post holder will support managers and supervisors in Campus Food and Drink to deliver day to day business and key priorities. The role will require working across the business unit as demand dictates.

MAJOR DUTIES:

1. Assist the management team with the operational management of Campus Food and Drink ensuring that a consistent, safe, efficient, effective and profitable service is delivered to a wide customer base.
2. Ensure the effective day-to-day delivery of catering services, including the preparation, coordination, and timely provision of pre-booked meeting room catering, working lunches, refreshments, hospitality requests, and external catering deliveries.
3. When required support the Operations Supervisors and Managers with staff resourcing, working in advance of key events such as Graduation to ensure resources and contingencies are in place to deliver business continuity.
4. Supervise small/medium sized events, dinners, conference and all delivered catering events.
5. To ensure that any complaints and difficulties are dealt with courteously and in an efficient manner and are reported to the Operations Supervisor /Manager.
6. Help with staff and casual workers are full trained and briefed in all Campus Food and Drink Operations and customer service. Ensure compliance to operational standards has been followed and understood and appropriate induction, training and support has been provided to enable colleagues to perform to their optimum.
7. When possible, seek to identify opportunities to increase revenue and provide extra value to customers within a changing business environment.
8. In addition to promoting and contributing to the University's Carbon Management Plan, assist with staff training to ensure compliance with all policies and procedures such as Health and Safety, Food Safety, Food Hygiene, COSHH and PCIDSS and mandatory training.
9. Have an awareness of and put into practice the Core Values for University staff and support Campus Food and Drink to help deliver the strategic aims of the University.
10. Carry out any other duties which are appropriate to the post as may be reasonably requested by Manager.

ESSENTIAL CRITERIA:

1. Secondary school education at GCSE level or equivalent and/or relevant vocational qualification or 2 years' experience in a hospitality supervisory role.
2. Demonstrated relevant supervisory experience in a customer facing environment.
3. Ability to work on own initiative and be part of a team.
4. Ability to supervise, train and motivate staff.
5. Point of Sale (EPOS)/till systems experience.
6. Good organisational, oral and written communication and interpersonal skills.
7. Comprehensive knowledge of relevant regulations and procedures including Health and Safety, Food Safety, Food Allergens and PCIDSS.
8. Must be available to work flexible hours to meet the needs of managing a customer facing service to include public holidays, evenings and weekend shifts.

DESIRABLE CRITERIA:

1. Experience working in café environment.
2. Driving licence.
3. Experience working in a higher education environment.

ADDITIONAL INFORMATION:

Informal enquiries may be directed to: Victoria Parks at V.Parks@qub.ac.uk.