

Job Description

Job Title	Team Leader
Department	Hospitality and Events, Campus and Commercial Services
HR Ref No.	RA1601
Role Code	ATLC
Grade	OS4
Base location	Exton Park
Reports to	
Direct reports	None
Date created	March 24

Job purpose

The purpose of this role is to work successfully within the Catering Services team primarily in the front of house areas providing a catering service to students, staff, visitors, conference delegates and high-class functions. You will be required to report directly to the Head of Hospitality and Events and assist in the daily planning, and supervision of the front of house teams.

The role will also ensure that the department meet the requirements of the Food Safety Act; these tasks will include overseeing and monitoring the Universities HACCP process, staff development and to provide a managerial role in the absence of the Head of Hospitality and Events.

The University's Catering Services department primarily provides residential students with 3 meals a day, 7 days a week. The service is extended to include non-residential students, staff and visitors to the University. The department also provides a high standard of both service and provision for conference business which increases dramatically during the student vacation periods, and special functions which occur throughout the year.

Key duties and responsibilities

- To assist the Supervisors and Catering Operations Managers with the management of the catering staff and customers.
- To help supervise the catering assistants with their daily duties.
- To assist on ensuring that the catering assistants have their correct rest/break periods.
- To ensure that all working policies within Catering Services are being adhered to.
- To ensure all staff are always well presented.
- To be a designated signatory for all deliveries.
- To report back on any problems with deliveries.
- To take charge when Supervisors are out of the department.
- To set up, serve and clean down in the serveries.
- To clear tables, wash up and put away items/equipment from the dining areas/serveries and kitchen.
- To maintain cleaning and hygiene standards as laid down, using materials and equipment provided.
- To prepare basic foods.
- To maintain departmental cleaning and hygiene standards at all times and ensure that correct cleaning materials and methods are used.
- To serve hot and cold meals as required.

- To prepare and serve tea/coffee trays and working lunches to the senior management and committee/staff meetings as required.
 - To assist with special functions, parties, etc. as may be required from time to time, these functions will require waiting on skills.
 - To place orders through the caternet computer system
 - To take temperature readings from the fridge/freezer twice daily.
 - To be familiar with and always conform to the University Health & Safety Policy.
 - To carry out non-routine duties as directed by the Catering Services management.
 - To operate a register and be responsible, for transactions through the till.
 - To report all maintenance faults to management.
 - Any other duties as may be reasonably requested by management
- In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

General duties

- To uphold and comply with all University's policies and procedures, including those relating to:
 - Equality, diversity and inclusion
 - Health and safety
 - Data protection and IT security
 - Safeguarding
 - Sustainability
- To support the creation of a culture that is highly performance focused and built on a foundation of fairness, diversity, belonging and inclusivity.

Person Specification

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The person specification details the qualifications, skills, experience or other attributes needed to perform the job.

Essential criteria are those, without which, a candidate would not be able to do the job. Applicants who do not clearly demonstrate in their application that they possess the essential criteria will normally be rejected at the shortlisting stage.

Desirable criteria are those that would be useful for the candidate to possess and will be considered when more than one applicant meets the essential requirements.

Methods of assessment:

A = Application Form, I = Interview/Assessment Tests, P = Pre-Employment Checks

Selection Criteria	Essential (E) or Desirable (D)	Assessed via
QUALIFICATIONS		
NVQ Level 2 qualification or equivalent (eg GCSE, CSE)	Essential	Application/Certificate
NVQ Level 3 qualification in a related subject (or willingness to work towards)	Essential	Application/Certificate/Interview
Full driving licence	Essential	Application Form/Licence
Basic Food Hygiene Certificate	Desirable	Application/Certificate
KNOWLEDGE AND EXPERIENCE		
Experience of working in a catering or similar environment	Essential	Application/Interview
Experience of waiting on	Desirable	Application/Interview
Experience of supervising staff	Desirable	Application/Interview
SKILLS AND PERSONAL ATTRIBUTES		
The ability to work effectively with others as a competent team member	Essential	Application/Interview
The ability to prioritise and use resources effectively	Essential	Application/Interview
Effective communication skills	Essential	Application/Interview
Customer Service experience	Essential	Application/Interview
To be able to remain calm	Essential	Interview
To be able to demonstrate adaptability, flexibility and teamwork	Essential	Application/Interview
Good standards of personal hygiene	Essential	Interview
To be able to listen and understand direction	Essential	Interview

**UNIVERSITY OF CHESTER
TERMS & CONDITIONS OF EMPLOYMENT**

**HOSPITALITY AND EVENTS
TEAM LEADER**

SALARY SCALE

University Scale OS4, points 11 – 14, £22,681 - £24,248 per annum payable monthly in arrears.

HOURS OF WORK – 36.5 HOURS PER WEEK

To be worked flexibly on a rota basis (5 days over 7) as agreed with your line manager.

A flexible approach to work will be required as there may be occasions when it would be necessary for you to work additional hours as dictated by the workload.

DEDUCTIONS

A deduction of 5p per hour will be deducted for food and beverages whilst on duty.

RETAINER

During vacation periods you may not be required to work. If this is the case you will be paid 50% of your rate on the condition that you are available for work. If we need to contact you and you were unavailable you would not be paid the 50%.

UNIFORM

A uniform will be provided, which must be kept in a clean and presentable condition and always worn whilst on duty.

HOLIDAY ENTITLEMENT

In addition to statutory Bank/Public Holidays and Christmas Closure days, staff are entitled to 22 days annual leave per annum (in the annual leave year in which employment commences annual leave entitlement will accrue on a pro-rata basis), rising to 27 days after five years' continuous service.

MEDICAL EXAMINATION

Successful candidates will be required to complete an Occupational Health questionnaire, and may be required to undergo a medical examination.

ESSENTIAL CERTIFICATES

Short-listed candidates will be asked to bring to interview, proof of qualifications as outlined on the Job Description and Person Specification provided. Upon appointment, copies of essential certificates will be required by HRM Services.

PENSION SCHEME

The University operates two pension schemes for support staff:

- The default scheme is the Higher Education Defined Contribution Scheme (HEDCS), which is administered by Friends Life.
- The Cheshire Local Government Pension Scheme, to which the University is an admitted body.

All support staff are entitled to participate in one of these schemes. Some staff will be automatically enrolled into a scheme, depending on their age and earnings, but if they do not wish to remain a member of the scheme, they will be entitled to opt out after enrolment.

EQUAL OPPORTUNITIES

The University has a policy of equal opportunity aimed at treating all applicants for employment fairly.

SMOKING POLICY

The University operates a No-Smoking policy.

PROBATIONARY PERIOD

A nine months' probationary period applies to all University posts.

CLOSING DATE

Please contact hrms.enquiries@chester.ac.uk or telephone 2047 for an application pack, quoting reference number NRA1601. Completed applications to be emailed to hrms.enquiries@chester.ac.uk by midnight on 21st February 2025