

JOB DESCRIPTION

Pitt Stop - Supervisor

DEPARTMENT: Social Enterprise - Catering - Pitt Stop

DEPT PURPOSE: To manage a high quality service that is matched and constantly measured against the wants and needs of our students, ensuring high satisfaction and the financial return as budgeted for the SU

REPORTING TO: SU Chef & Operations Manager

DIRECT REPORTS: None (Shift lead for Flex Staff)

PURPOSE OF ROLE:

To lead a team of flex staff for the duration of each shift, to ensure the smooth and efficient operation of the outlet, and to carry out day to day opening/closing tasks in the absence of store management.

IN PARTICULAR:

1. **People:** Lead a team of flex staff during shifts to deliver excellent service, processes & standards
2. **Operations:** To work alongside the team to deliver excellent service and a quality product safely and efficiently and completing tasks as instructed by SU Chef/Operations Manager
3. **Policies and Procedures:** ensure the policies & procedures are adhered to as set by Sheffield Students' Union

KEY RESPONSIBILITIES

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People	
Lead a team of flex staff during shifts to deliver excellent service, processes & standards	● Excellent communication skills with colleagues and customers ● Customers served courteously and efficiently ● Assist in assigning tasks to flex staff and ensuring they're carried out to the appropriate standard ● Presence in outlet at all times during shift ● Assist in assigning tasks to flex staff and supervision of tasks as required ● Assist and guide flex staff with any issues ● Organise breaks for flex staff in absence of manager ● Recognising the strengths of team members and organising staff when necessary

Operations	
To work alongside the team to deliver excellent service and a quality product safely and efficiently and completing tasks as instructed by outlet manager/assistant outlet manager	• Having an awareness of current product ranges and able to provide information to customers as required • Effective queue management • Replenishment of stock whilst maintaining correct stock rotation • Reporting any issues with stock to management • Knowledge of till operation including voucher redemptions, refunds and cancelled sales • Awareness of product ranges and able to provide customers with information requested • Accurate recording of wastage • Recognising when drinks or food aren't up to standard and making the decision not to serve them • Having basic knowledge of equipment such as dishwasher, cooking equipment etc to be able to troubleshoot if required • Being able to provide cover for the chef when required
Policies and Procedures	Ensure the policies & procedures are adhered to as set by Sheffield Students' Union
Ensure HACCP procedures are followed	• All compliance paperwork completed as required • Cleaning carried out as instructed • Temperature checks carried out accurately and as required - being sure to report any issues to the manager/assistant manager • Knowledge of allergen information and location of manual if required by a customer
Health and Safety	• Raising/Reporting any issues with the outlet/equipment to the outlet/assistant manager or facilities as required • Making sure any spillages, trip hazards are dealt with quickly & efficiently • Being able to use the radio if necessary to call for assistance if needed • Being a fire marshall when required
General	Such other duties as may be reasonably prescribed, appropriate to the grade and responsibilities of this post

PERSON SPECIFICATION



	Criteria	
Experience		Essential/Desirable
1	At least 1 years previous experience in a fast paced customer focused environment	Essential
2	Experience of stock handling & rotation	Essential
3	At least 2 years kitchen experience	Essential
4	Experience of working with "EPoS till systems	Essential
5	Experience of manual handling	Essential
6	Experience of staff training	Essential
Skills		
5	Is self-motivated, able to work independently and use own initiative	Essential
6	Possesses excellent communication skills and is personable in their approach	Essential
7	Friendly, outgoing, polite, and courteous in all dealing with staff and customers alike	Essential
8	Professional appearance & flexible approach	Essential