



JOB DESCRIPTION

Post: Commercial Team Leader - Catering

Responsible To: Commercial Catering Manager

Summary of Post: To lead the Commercial Services Team to deliver an outstanding and successful Commercial operation including a first-class food offering, the sales, promotion and coordination of all events and day to day service of the Campus Commercial activities.

Specific Duties:

1. To lead the day to day delivery of all Commercial Services on the Campus.
2. To be responsible for the quality of the food offer in the Refectory. To support all employees and students in developing to their full potential, ensuring effective staff retention and succession planning through outstanding leadership.
3. To always communicate college and company values together with new initiatives, underpinning great staff welfare and excellent team morale.
4. To ensure all feedback is dealt with in an effective and prompt manner, recorded and fed back to the Commercial Manager as appropriate.
5. To lead on commercial bookings onsite as required.
6. To maximise commercial revenue opportunities with a flexible approach to work and a customer driven focus
7. To support the college in ensuring the safeguarding of students
8. To assist all departments with additional tasks during quiet periods as required
9. To be responsible for maintaining a 5-star Hygiene rating
10. To lead the Commercial team to achieve budgeted targets and to create new opportunities to increase revenue

General Duties and Responsibilities:

1. To participate in the staff support & development scheme and to undertake training based on individual and service needs.

2. To take a lead in creating or to promote a positive, inclusive ethos that challenges discrimination and promotes equality and diversity.
3. To comply with legislative requirements and College policies and guidelines in respect to health & safety and data protection.
4. To demonstrate positive personal and professional behaviour as specified in the Staff Code of Conduct.
5. To undertake continuing professional development to support our culture of continuous improvement.
6. To partake in quality assurance systems.
7. To meet minimum relevant occupational standards.
8. To keep up to date with the skills required to fulfil the role.
9. To undertake any other duties commensurate with grade as may be reasonably requested.
10. You will be responsible for protecting staff and learners from all preventable harm as per Safeguarding procedures.

Please note:

This job description is a guide to the work you will initially be required to undertake. It summarises the main aspects of the job but does not cover all the duties that the job holder may have to perform. It may be changed from time to time to meet changing circumstances.

It does not form part of your contract of employment and as your experience grows, you will be expected to broaden your tasks, suggest improvements, solve problems and enhance the effectiveness of the role.

	EMPLOYEE SPECIFICATION	Application	Interview	Shortlisting Weighting
Skills				
1.	Outstanding communication and interpersonal skills both verbal and written e.g. customer service	✓	✓	6

2.	Ability to act on own initiative	✓	✓	6
3.	To contribute and work to the College team ethos	✓	✓	4
4.	Good organisational and time management skills in order to provide an effective and efficient service	✓	✓	6
5.	Good IT skills	✓	✓	4
6.	A flexible approach to work	✓	✓	4
7.	Industry awareness eg relevant compliance within the industry / legal standards including regulation required of storage of food	✓	✓	6
8.	Actively contribute to the College's Safeguarding and PREVENT practice, procedures, culture and ethos	✓	✓	4
Experience				
1.	A minimum of 2 years' experience of working in a catering environment which has involved cooking meals as well as snack foods	✓	✓	6
2.	Experience of financial transactions including use of a cash register	✓	✓	6
3.	Experience of maintaining a clean and safe working environment	✓	✓	4
4.	Experience of leading a team	✓	✓	4
Education				
1.	Maths Level 2 (e.g. equivalent to GCSE grade C / 4 or above)	✓		4
2.	English Level 2 (e.g. equivalent to GCSE grade C / 4 or above)	✓		4
3.	Health & Safety qualification related to relevant area of work or equivalent e.g. Basic Food Hygiene	✓	✓	4

Advice to candidates

This post is subject to an enhanced disclosure from the Disclosure and Barring Service.

In completing your application please draw attention to the extent to which you meet each of the criteria in the person specification marked as being assessed at



application stage. Please use examples of where you have demonstrated the criteria with as much detail as possible to assist in the shortlisting process.

The shortlisting weighting indicates which criteria are the most important to the recruiting manager:

- 6** Minimum/critical - criteria which is essential for the role i.e. it would be extremely difficult for the person to carry out the role without already having these essential skills, experiences or qualifications.
- 4** Important - criteria that would be significant to the candidate being successful in the role. These may be skills, experiences or qualifications that have substantial meaning for the role but could be supported or taught on the job.
- 2** Other relevant - . It would be great if the candidate had, but is not expected to be shortlisted.

Failure to meet all of the minimum/critical criteria would not necessarily preclude your application. Consideration will be given to experience and life skills. Continual Professional Development will be supported and encouraged.

Please be aware should we have a large number of applications for any of our roles we may complete the shortlisting of candidates based on the minimum/critical criteria only.