



## Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the post holder.

**Job title: Catering Supervisor**

**Department/Division: LSE Catering, Residential and Catering Services Division**  
**Accountable to: Catering Manager**

### Job Summary

The Catering Supervisor is responsible to the Manager for supervision of all aspects of the unit's services including promoting high standards of customer service, security of tills, stock and premises and the supervision of staff. Catering Supervisors may be required to undertake appropriate duties in cafes, food service units, catered halls, hospitality services and/or bars. The role is 'hands-on'.

The post holder will contribute towards developing the business in line with the catering strategy and assisting with leading a team to provide excellent services

### Duties and Responsibilities

#### Service Delivery

- Ensure that all aspects of the services operate as required.
- Ensure that all food and/or beverage items are prepared, presented and served as directed
- Ensure that food and beverage items are correctly priced and presented to maximise sales
- Serve customers, ensuring a high standard of professionalism and customer care
- Set up and /or clear down services ensuring that opening, closing and services times are adhered to
- Be in charge of functions from set up to close where advised
- Adhere to Food Safety and HACCP procedures and Licensing Legislation in areas where alcohol is provided
- Adhere to Health and Safety Procedures including assisting with emergency evacuation of catering areas
- Ensure that all equipment is working properly, and any faults are reported
- Carry out basic food preparation and or/ cooking duties e.g., breakfasts (there is not an expectation to undertake skilled cooking duties)
- Carry out till operating duties and ensure that all procedures are followed
- Actively contribute to delivery of the LSE's Environment Policy
- Ensure that the premises, keys and cash are properly secured according to procedures.

#### Teamwork & Motivation

- Supervise and motivate permanent and temporary staff, promote good team spirit and work ethos and lead by example



- Carry out on-the-job training of junior staff
- Contribute positively to immediate and broader team work to achieve the departments aims and objectives
- Adhere to the requirements of the Catering Staff Handbook
- Participate in any training and meetings required for the effective performance of duties and responsibilities.

### **Planning and Organisation**

- Assist with maintaining appropriate stock levels and ensure stock is correctly stored and rotated
- Assist with or carry out stock takes as required
- Under the direction of the manager assess order requirements, place orders for food and drinks, cleaning materials and other items from nominated suppliers in accordance with procedures, ensuring that goods supplied are of the correct quality, quantity, and price
- Under the direction of the manager organise the preparation and service of hospitality events
- Assist with planning rotas and staffing levels to include the use of temporary staff, to ensure that services levels are adequately provided for and that staff resources are used efficiently
- Organise own and team's workload in an efficient manner

### **Communication**

- Communicate effectively and courteously with all staff, colleagues, customers, and suppliers
- Promote good working relationships
- Provide feedback and bring appropriate matters to the attention of the Unit Manager.

### **Flexibility**

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the requirements of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

To deliver services effectively, a degree of flexibility is essential, and the post holder may be required to perform work not specifically referred to above. Working hours are variable and depending on the needs of the business, week-end work will be required. Hours could include evenings, weekends, and public holidays.

Day to day supervision may include any restaurant, coffee bar, retail outlet, licenced bar, hospitality/functions operation, catered halls of residence or other catered support role that may be assigned.

### **Equity, Diversity and Inclusion (EDI)**

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

### **Ethics Code**

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found



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on the following link: [click here](#)

**Environmental Sustainability**

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.