



JOB DESCRIPTION

Post: Staff Canteen Supervisor

Department: Tate Eats

Reporting to: Group Senior Head Chef

Responsible for: Staff Canteen Chef and General Assistants

The Company: *Tate Catering is a wholly owned subsidiary of Tate. Our activities vary from providing a restorative cup of tea to a weary visitor, right the way through to catering for special events being held by Tate's corporate sponsors.*

Our aim is to be the market-leading caterer within the arts and to consistently provide outstanding food, drink and service at the four Tate sites and the other sites within our business.

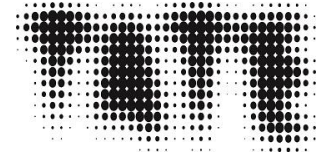


Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Scheme

Purpose of the Job: Assist with the supervision of the Staff Café ensuring smooth daily operations. Take responsibility for the team, providing the agreed standard of food service ensuring that all food production and operation adheres to the specified food cost percentage, in line with Tate Catering Standards and Legislation, whilst giving excellent customer service.

Main Duties and responsibilities:

- Liaise and co-operate effectively with all members of staff in relation to all aspects of the production and service of food to the highest standard
- Supervise and prepare all food required for each service, ensuring that the correct quantities are prepared.
- Assist with the smooth and efficient service of food from the department by working with the Staff Café team and liaising with other departments as required.
- Line management responsibility for the Staff Café General Assistants
- Ensure all staff within your team are well briefed on the daily responsibilities and are given constant supervision and motivation on all aspects of their work
- Assist with training for staff as required, and ensure adequate records are kept up to date on training record cards
- Ensure all staff have a full understanding of all food and beverage served in the outlet

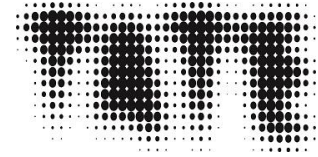


- Ensure that the agreed standards of food preparation and presentation are supervised and adhered to
- Maintain constant quality control of all prepared and cooked food ensuring it is to Tate Catering Standards and ensure that the portion control guidelines are adhered to at all times.
- Report any problems relating to the smooth operation of the department to the Group Senior Head Chef
- Ensure that the opening and closing procedures are followed at all times
- Ensure all department staff work hygienically and productively at all times
- Ensure all work areas of the kitchen, dry stores and refrigeration are maintained in a clean, tidy and hygienic condition at all times and especially after your shift has finished
- Ensure that the Company's policies regarding Food Safety and Health & Safety are adhered to at all times.
- Promote the safe use of the kitchen, equipment and environment under the Health and safety at work acts, hygiene and other relevant regulations.
- Ensure all relevant food controls and correct temperatures are logged on a daily basis and adhered to at all times.
- Cook and reheat food to the correct temperature as stated in the Food Safety policy.
- Ensure all food produce are dated and labelled at all times
- Record and communicate all relevant allergen information as required by law.
- Control wastage by maintaining the correct stock levels and rotation from dry stores and refrigeration and avoid the over producing of food
- Be aware of the required food cost percentages as set down by the budget and assist in the supervising and running of the department within these guidelines all times
- Undertake monthly stocktakes and report the results to your line manager
- Place orders on a daily basis online as required
- Report all accidents, defects in kitchen equipment and maintenance issues to your line manager and complete all relevant documentation
- Assist in the prevention of pilferage from the dry stores and refrigeration within the department
- Work as required by the operational demands of the business
- Ensure all HACCPs procedures are followed
- Motivate & Inspire team by conducting regular 1-2-1's and appraisals
- Ensure that the procedures for the safe, cashing up and cash handling are followed correctly
- Ensure that all complaints are dealt with correctly and professionally in a speedy manner ensuring the best outcome.
- Participate in disciplinary procedures if required.
- Ensure that the employee life cycle is followed for all staff from induction to leaver status



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- Deliver job-specific training to staff and ensure that accurate records are kept up to date on training record cards

The New EU regulations on Food Allergens means that Tate Catering has a legal responsibility to provide the correct allergen information within the ingredients that is in the food we make for Tate customers. You will be required to assist with the updating of allergen information on a daily basis, in conjunction with the Senior Head Chef and Executive Chef.

Tate is proud of its commitment to diversity which is set out in our Tate for All strategy. This strategy aims to improve diversity at Tate through a process of organisational change and to make diversity part of everything we do. Tate therefore expects all of its employees to actively contribute to promote diversity as part of their role

Person Specification

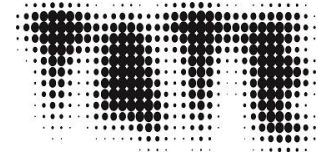
Essential:

- Proven experience in a catering/kitchen environment at Chef de Partie level, with customer facing duties and supervisory experience
- Passionate about food & beverage
- Comfortable with working in a busy kitchen, whilst maintaining high standards
- Excellent knowledge of health & safety and food hygiene regulations and policies
- Work to the highest hygiene standards
- Knowledge of chemicals and COSHH training
- Experience of managing stock and equipment
- Commercial acumen and some experience of helping to manage costs and minimise waste
- Experience of conducting stock takes
- Exceptional customer service skills, demonstrating a professional attitude and appearance at all times
- Acts as a positive role model to new and existing members of staff
- Prompt timekeeping and good time management
- Excellent verbal and written communication skills demonstrating the ability to communicate effectively and positively with all colleagues and a diverse customer base
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Proven supervisory experience
- The ability to develop an individual, motivate and build a team
- Effective time management skills, ability to multi-task well, and adaptability to changing conditions of the business



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- Pro-active and reliable, willing to work where and as required by the operational demands of the business
- Working knowledge of Microsoft Office programs (Word, Excel) and of POS and booking systems
- Experience of conducting stock takes

Key Competencies

- Takes a genuine interest in the work of others towards company goals and provides on-going support for them
- Plans and prepares effectively to ensure delivery of the desired result
- Shows resilience and maintains composure under pressure
- Participates positively and fully in the team
- Recognises the importance of tailoring their communication style to get better results
- Promotes Tate's Dignity and Respect policy in all their activities
- Develops better and more efficient ways of doing things
- Creates a culture and environment that encourages innovation, creativity and positive approach to change
- Learns from others



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