UNIVERSITY OF WARWICK

Job Description

Job Title	Food & Beverage Team Leader
Department	Warwick Conferences
Grade	FA3

Job purpose (a brief summary of the role)	To assist in the supervision and management of food & beverage service across the Warwick Conferences portfolio, ensuring that all standards are maintained to a high level, so customers get the best possible experience. You'll have delegated daily responsibility for supervising induction and training to develop a fantastic, service focused team and embedding Warwick Conferences standards.
Duties and responsibilities	**Operational Duties** Exceptional Service • Deliver exceptional service for all customers. • Lead the team in a guest centric service culture. • Support the Assistant Manager to deliver consistent standards of presentation of people, product and the F&B services. • Resolve day to day customer issues taking informed and measured decisions escalating to the Assistant Manager or Duty Manager where appropriate. Preparation and Service • Ensure the service area and the team are ready for service. • Ensure food service areas are set in accordance with booking system details. • Deliver a pre-service briefing to the team and ensure that all service checklists are completed. Supervisory Duties • Supervise shifts dealing with staff and customer issues in the first instance. • Encourage and motivate the development of all team members creating a great working environment that encourages development. • Assist with inducting and training team members. • Address basic team issues, concerns and performance, escalating to the line manager as required. Maximising Sales • Support the business in achieving weekly forecasted sales, helping to maximise income and profitability. • Drive sales through exceptional service, and ensure all staff are focused on guest experience and delivering on up-selling opportunities. • Manage the appearance of serveries and ensure appropriate food levels for guest levels in the business – avoiding unnecessary wastage.

	Working Safely • Support the Assistant Manager in maintaining high levels of cleanliness, safety and hygiene by following the Food Safety Manual and all standard operating procedures. • Ensure the team comply with all relevant legislation, University and Warwick Conferences to minimise risk to staff, guests and customers. • Ensure the team are fully briefed on allergen and dietary requirements for service, logging and recording incidents on Assure. Administrative Duties • Assist the Assistant Manager to plan, resource, control costs and staffing levels using the back of house operating systems. • Ensure maintenance is logged and reported when required. To undertake any other duties as from time to time maybe required commensurate with the grade of the post.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Level 2 Food Safety Certificate.	A & C
E2	Experience in a food and beverage operation.	A & C
E3	Experience in supervising a team.	A & C
E4	Passion for building a team, developing and coaching people.	A & C
E5	Proven ability for delivering exceptional customer experience.	A & C
E6	Positive can-do attitude, willing to learn new skills and work in multiple locations.	A & C
E7	Confidence in supervising teams.	A & C
E8	Excellent communication skills – ability to understand the needs of others and respond in an empathetic and supportive way.	A & C
E9	Attention to detail and ability to closely follow instructions and policies.	A & C
E10	The ability to prioritise work and work in a fast-paced environment.	A & C
E11	Flexible approach to working hours, with the ability to carry out early and late shifts on a rota basis.	A & C
E12	Basic computer skills – Microsoft word, Excel & Email.	A & C
E13	Ability to read, write and fluently speak the English language.	A & C
E14	Good numeracy skills; able to understand financial information and numerical data.	A & C
E15	Physical ability to work shifts up to 10 hours on your feet performing tasks such as lifting, carrying, mopping and service food (list of tasks not exhaustive).	A & C