**Job Description**

**Role Title: Retail Team Leader**

**School / Dept: Campus Experience**

**Reference: MPF4404**

**Grade: Grade 5**

**Full or Part time: Full time**

**Hours: 1.0 FTE**

**Reports to: Catering Multi-Site Manager**

**Overview**

The Campus services department is a strategic and outward looking department overseeing the delivery of the Commercial Services, which comprises:

• Catering and Hospitality

• Car Parking

• Conferences

• Residential Services

• Sports Centre

• Nursery

The food and drink department has only recently come back under university ownership and is embarking on an exciting chapter to change the way food and drink is provided on and off campus to all its customers and the creation of multi-use spaces, including the development of its own Brewery and Bakery along the Crescent in Salford.

The role-holder must demonstrate first-class catering and customer service skills, time management and organisational abilities, together with a high level of self-motivation and a commitment to working as part of a team and independently with equal ease.

**Role Purpose**

Under the guidance of the Catering Management Team, the role holder is responsible for delivering effective and consistent standards and service within food, drink and retail outlets.

Putting the staff, customers, and culture of continuous improvement at the centre of what we do, the role holder will assist in achieving or exceeding financial targets.

The role holder will need to have a positive outlook in welcoming students, staff and visitors within their operational areas, a comprehensive understanding of the food and drink being served and the confidence to up sell or add on at every opportunity.

**Principal Duties & Responsibilities**

**Service Excellence**

* To always deliver high quality service standards when welcoming customers to the outlets, processing sale, answering queries and providing information.
* To prepare and present food and drink, ensure all food products are attractively displayed and correctly with POS correctly positioned. To monitor and track sales via the food app and ensure orders processed in a timely manner.
* Support with the food service delivery across multiple outlets including hospitality for large events through to bespoke VIP events.

**Operational Excellence**

* To oversee the daily running of the outlet(s) ensuring a smooth operation, arranging staff breaks and liaising with colleagues across campus with regards to operational activities.
* To deputise for the multi-site manager in their absence and be the point of call for any queries/issues.
* To restock food and drink, stock rotation and storage duties.
* To ensure food and drink is presented and portioned as per the specification; to prepare the counter/trolley/take away area etc. for service; to serve & clear the counters.
* To serve customers and actively promote sales, including add on, upselling and loyalty programmes.
* Support the Executive Head Chef in ensuring the latest food safety procedures including up to date HACCAP, allergies, calorie labelling, food miles and H&S procedures and ensure policies are adhered to and all relevant personal training is up to date, including COSHH systems, and records are maintained for EHO and trading standards visits.
* To actively follow the food hygiene regulations ensuring food is adequately protected from contamination and to maintain all records as part of food safety.

**Financial & Commercial**

* To prepare and take payments with the use of electronic till and cash up at the end of trade in line with cash handling company procedures and ensuring accuracy of payment transactions.
* To provide the highest possible standards of presentation ensuring that displays, fixtures and fittings and premises are maintained to a high standard of cleanliness; cleaning tables, floors, and equipment; washing up manually and using a machine.
* To place orders via the designated system & process, paying particular attention to low/high selling items and using sales data to ensure correct amounts ordered.
* Taking deliveries, checking deliveries for accuracy and product quality
* Actively control waste.
* To complete the cashing up process at the end of the day and ensure the security of customers, stock and cash at all times.
* To follow opening and closing procedures and personally prepare food, drink and perishable items for sale.
* To achieve sales targets and to understand the performance and your own individual area of responsibility.
* Ensure relevant marketing, signage, food displays and customer communication is current and effective supporting the front of house services in ensuring consistency with menus produce and advertisement to customers.
* Support the Executive Head Chef in ensuring the latest food safety procedures including up to date HACCAP, allergies, calorie labelling, food miles and H&S procedures and ensure policies are adhered to and all relevant personal training is up to date, including COSHH systems, and records are maintained for EHO and trading standards visits.
* To actively follow the food hygiene regulations ensuring food is adequately protected from contamination and to maintain all records as part of food safety.

**Leadership**

* Maintain a high level of personal hygiene and appearance, including adherence to uniform standards.
* To champion the vision, values and behaviours and lead by example in personal actions, communications, and decisions at work.
* To work as part of a wider team across the directorate to deliver organisational objectives and be an ambassador for the department in promoting the aims and vision.

**General**

* To support the university in its sustainability goals and achieve goals through recycling, minimise wastage, cost costs and use of best local produce where possible supporting the reduction in scope 3 measures.
* Contribute to the development of new concepts.
* Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
* To engage with the University’s commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
* Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with university policy.
* This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment

Person specification follows on next page

**Person Specification**

The successful candidate should demonstrate the following, which are ‘Essential’ (E) or ‘Desirable’ (D), and will be assessed by Application Form (A), Interview (I), Presentation (P), or Test (T), as indicated.

**Qualifications**

1. FE Hospitality/Catering qualifications or NVQ Level 3 professional cookery. **(D), (A), (I)**
2. Basic food hygiene certificate. **(E), (A), (I)**
3. Barista trained. **(D), (A), (I)**
4. Serving Alcohol or personal licence. **(D), (A), (I)**

**Background and Experience**

1. Experience of working in a fast-paced restaurant, catering or bar environment. **(E), (A), (I)**
2. A demonstrable commitment to providing excellent standards of customer service. **(E), (A), (I)**
3. Experience in a HE/FE environment. **(D), (A), (I)**
4. Supervisory experience in a catering/retail environment. **(E), (A), (I)**

**Knowledge**

1. Knowledge of relevant legislation e.g., food hygiene, health and safety and proven. experience of ensuring compliance with legal requirements. **(E), (A), (I)**
2. Experience of stock control procedures and software. **(E), (A), (I)**
3. Exposure to budgeting, forecasting and P&L responsibility. **(E), (A), (I)**

**Skills and Competencies**

1. Excellent communication skills with the ability to present oral and written information clearly. **(E), (A), (I)**
2. Strong customer focus with a track recording in delivering outstanding customer service. **(E), (A), (I)**
3. Excellent IT skills including the use of Microsoft Office to a high standard. **(E), (A), (I)**
4. Proven ability to work constructively as part of a team and on own initiative. **(E), (A), (I)**
5. Excellent interpersonal skills. **(E), (A), (I)**
6. A pleasant and efficient manner. **(E), (A), (I)**
7. A reliable, conscientious, and professional approach. **(E), (A), (I)**
8. Flexible and accommodating attitude to time keeping. **(E), (A), (I)**