



The Union Job Description: Team Leader

Department: Commercial Services	Location: Manchester
Job Title: Team Leader	Job Grade: O3 O3.1 = £20,083 – starting salary O3.2 = £20,613 – on successful completion of six-month probation O3.3 = £20,929 O3.4 = £21,669 O3.5 = £22,197 O3.6 = £22,727
Reporting to: Café Manager	
Responsible for: Student staff working within The Union's food and beverage services.	
Overall purpose of the Job: To support the Café Manager in the day-to-day operational management of The Union's food and beverage services.	
Main activities/tasks:	
General Duties	
<ul style="list-style-type: none">• To support the Café Manager in ensuring that The Union's food and beverage services are effectively managed and provide optimal quality value for money products and services.• To act as duty manager in the absence of the Café Manager.• To provide customers with an excellent level of customer service and product knowledge.• To ensure the health and safety of The Union's food and beverage services staff, customers and any approved contractors utilising the services and facilities. To include:<ul style="list-style-type: none">○ Completing appropriate risk assessments and health and safety checks of the licensed trade and food & beverage areas.○ Ensuring compliance with all environmental health and Union health and safety, fire and building regulations and procedures.• To ensure the Café Manager and Finance office receive all necessary information and forms relating to holidays, sickness, weekly hours, incidents and accidents.• Actively work towards the Union's aims and objectives, mission statement, policies and procedures.• To undertake other reasonable duties as may be required from time to time including, but not limited to, occasional work to support other Union commercial outlets.	
Operational Management	
<ul style="list-style-type: none">• To ensure that The Union's food and beverage services are open for business at the required times.• Ensure that The Union's food and beverage services are appropriately stocked sufficient to meet demand. To include:<ul style="list-style-type: none">○ Stock awaiting sale is kept in optimum condition.○ Wastage is minimised.○ Stock price lists are displayed in an attractive manner.• To ensure legal compliance with the terms of any liquor licence, fire certificate, and general law of the land and any other constraints applicable to the supply of products and services.	

- To hold licences and / or undertake the duties of a licensee as required by the Café Manager.
- To provide excellent customer service at all times, ensuring that all staff ensure customers are served in an efficient, polite manner and that any complaints are resolved promptly.
- To assist the Café Manager with the effective promotion and advertising of The Union's food and beverage services activities and products through social media and physical outlets.
- To ensure routine maintenance of food & beverage equipment and premises reporting matters of concern to the Café Manager.
- When on duty during the last shift, ensure that The Union's food and beverage services are secured and alarmed properly.

Financial & Stock Control

- To assist the Café Manager in preparing financial reports for food & beverage areas as required.
- To ensure effective control of relevant stocks and assets, ensuring any transfer of stock to other Union departments is correctly recorded.
- To undertake the counting of monies, reconciliation against till receipts, and safe transportation to the bank as required.
- To ensure that you and all relevant staff adhere to current financial policies and keep all necessary paperwork up to date.
- To be responsible for the ordering of stock, including contact with suppliers and their representatives.
- To supervise deliveries, including the checking of delivery notes and verification of delivered goods.
- To assist the Café Manager with regular stock takes as required.

Staffing

- In conjunction with the Café Manager, to be responsible for the induction, training and appraisal of all student staff.
- To supervise and support the student staff.
- To report to the Café Manager on any staffing matters.

The post holder shall:

- Attend meetings and training events as required.
- Comply with The Union policies, procedures and constitution at all times.
- Comply with Environmental Legislation and both support and promote measures introduced within the Union to lessen environmental impact.
- Contribute to the positive and professional image of The Union and not act in such a manner as to bring either into disrepute.
- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
- Have a flexible approach to duties and work and, in particular, adopt a team work style with departments and activities across The Union. This may involve undertaking duties in support of the activities and services of other departments.
- Understand and uphold the mission, vision and values of the organisation and be always guided by them in the course of work.

Other features of the Job (including working conditions, etc.):

- 40 hours per week.
- Evening and weekend working will be required.
- 26 days of annual leave plus six closure days and bank holidays pro rata.
- Supportive contractual sick pay.

NB.

- The duties described above are not an exhaustive list but are intended as being illustrative of the level and type of work required.
- The Job Description may be subject to amendment from time to time after discussion with the post holder.
- This job description does not constitute part of the contract of employment.
- Details correct at 19th July 2021



The Union Person Specification: Team Leader

	Desirable	Essential
Education Qualifications	<ul style="list-style-type: none"> • A First Aid Certificate • A Food Hygiene certificate • Possession of a Personal Alcohol Licence. 	<ul style="list-style-type: none"> • A good standard of education to A' Level standard or equivalent.
Training Technical Skills	<ul style="list-style-type: none"> • Experience of using EPOS and/or other electronic sales data systems to monitor performance 	<ul style="list-style-type: none"> • Good level of computer skills; including knowledge of Microsoft Office packages. • Excellent verbal and written communication skills. • Good numerical and analytical skills.
Experience (Knowledge)		<ul style="list-style-type: none"> • Previous experience of working in a bar, catering or licensed venue to supervisory level and a willingness to undertake training in support of providing duty management support. • A commitment to develop and maintain the highest standards of customer care. • Able to form effective methods of communication with staff and customers. • Able to manage financial resources in a secure and appropriate manner. • Able to control and manage stock levels and have an understanding of stock audits. • Understanding of the principles of food safety and health and safety as applicable in a bar or nightclub environment. • Understanding of the principles of cellar management and drink dispense systems. • An understanding and appreciation of the principles and practice of equal opportunities.
Personality Characteristics		<ul style="list-style-type: none"> • Independent and self-reliant, being able to work without close supervision as Duty Manager. • Ability to manage working time effectively and prioritise workload appropriately. • Organised and methodical with good administration skills.

		<ul style="list-style-type: none">• A customer-orientated approach to work; being focused towards Customer Care and Customer Service• A flexible approach to working according to operational and customer demand.• Professional and courteous manner• Excellent interpersonal skills, able to build appropriate relationships with people at all levels.• Positive about working in a student-led environment• Enthusiastic and committed
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