



Full Job Description – Catering Supervisor

Responsible to

Catering & Housekeeping Manager

Responsible for

General Assistants, Casual and Agency staff

Job Purpose

As the Operations Supervisor of a large Catering and Housekeeping department, you will be responsible for delivering high-quality customer service experience. You will lead the team in its provision of the service and provide a warm welcome to all customers and visitors, so that the reputation of Sport Wales National Centre's Catering and Housekeeping function is maintained and enhanced.

Main Duties

- Promote a welcoming environment with a high level of Customer Care- train, lead, encourage and support all staff to achieve and maintain the same standard.
- Operate as a role model for the Catering and Housekeeping team and encourage and promote a harmonious working environment within the department.
- Be responsible for the development, motivation and continuous improvement of the department and its team.



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- Be aware of current food trends to enable Sport Wales to develop the food service offer into a market leader.
- Be responsible for Food Delivery, Storage, Preparation and Kitchen Operation tasks, to ensure high standards to Food Safety and Health and Safety legislation is achieved.
- Ensure all control checks are carried out and completed as set out in the Sport Wales Food Safety Management System (FSMS) and are ready for inspection.
- Be responsible for the high Operational standards and efficiencies of all areas within the department.
- Be responsible for the Performance Management of team members, to include training and staff appraisals.
- Ensure daily pre-service briefings are carried out.
- Manage and control staff breaks.
- Manage staff holidays and TOIL, ensuring all areas are covered to meet the needs of the business.
- To co-operate, communicate and liaise with other departmental supervisors and management.
- Maintain customer liaison during functions.
- Ensure all finance procedures are adhered to, including till reconciliations and the maintenance of departmental floats.
- To assist with housekeeping service duties as required.
- Actively encourages sustainability, well-being and equality, valuing diversity and difference
- Work flexibly, performing any other duties as required, where relevant to the post and appropriate to the grade.

Fulfil responsibilities which contribute to delivering an exemplary service for Sport Wales in respect of our statutory duties, including the Well-being of



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Future Generations (Wales), Equality, Information Security, Risk Management, Safeguarding, Financial Regulation and Health, Safety & Environment.

Work flexibly, performing any other duties as required, where relevant to the post and appropriate to the grade.

HEALTH & SAFETY

- To respond to any emergency situations and record all accidents as required.
- To assist in the evacuation procedures for the Centre.
- In accordance with the provisions of the Health and Safety at Work Act 1974, to take reasonable care for the health and safety of yourself and others who may be affected by your acts or omissions at work. To co-operate with the Sports Council for Wales in compliance with its duties under any health and safety provisions.

GENERAL

- To act in a fair and respectful way in dealing with others, valuing diversity and difference.
- To wear the appropriate uniform and maintain a high level of personal hygiene.
- Comply with any customer service queries e.g., dealing with customer comments or queries/complaints.
- To provide assistance to other Sport Wales staff consistent with ensuring that the operational requirements of the Centre are met.
- To help maintain a tidy and hygienic environment in all areas of the Centre (internal and external).
- This list is not to be regarded as exclusive or exhaustive as there may be other duties required within the post holder's capabilities and grading in any area of the Sport Wales operations.
- Work patterns will require reasonable flexibility in accordance with the needs of the Centre.

Our Values

Our approach to enabling sport in Wales to thrive is evolving. We are committed to continually challenging ourselves to:

Learn Together - Constantly exploring, testing and reviewing

Deliver Together - Sharing outcomes, nurturing open and honest relationships, providing robust feedback, constantly improving performance

Celebrate Together - Recognizing our shared successes through effective partners



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By:

Acting with Integrity - Understanding and Respecting each other's culture and values. Promoting equality and diversity

Adding Value - Ensuring the optimum mix of support, challenge, investment, skills, and expertise to achieve our shared outcomes.

Encouraging Innovation - Welcoming new ideas and approaches and supporting ambition and fresh thinking. Not being afraid to feel uncomfortable.

Person Specification

Area of focus	Essential Requirements	Desirable Requirements
Education	Basic Food hygiene	Intermediate Food hygiene certificate NVQ3 Food service or equivalent
Experience	2 years' minimum experience in a supervisory role. Previous experience of working in a restaurant/cafeteria. Cash handling experience	
Skills, Aptitudes & Abilities	Good customer care skills Good administrative skills Good team player Ability to work under pressure and to meet deadlines. Flexible approach to working hours. Good numeracy and Literacy	Bilingual or multilingual skills. Welsh speaker
Special Circumstances	Able to work flexibly. Able to travel as required	



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