

**UNIVERSITY OF SALFORD STUDENTS’ UNION**

APPLICATION PACK:

Kitchen Supervisor Job Pack

January 2020

**Notes for Applicants**

**SECTION 1: THE STUDENTS UNION**

We hope that by reading this information it will tell you a bit more about how the Students’ Union works and how it is governed and managed.

**1.1 The Students’ Union**

The University of Salford Students’ Union is the independent representative body of students at the University of Salford. The Students’ Union is a registered charity.

**Our Vision (what we will be and do)**

*“We will confront and overcome the barriers to learning to ensure all Salford students are unstoppable”*

Our Mission (what we are here to do)

*“We empower students to make change and succeed”*

Our Values (who we are and what guides us)

• **Student-powered**: We are undeniably focussed on the needs of our members

• **Change-makers**: We are creative, progressive and kind

• **Straight-forward**: We are open, candid and proactive

• **Effective**: We are professional and collaborative

• **Inclusive**: Equity is at the heart of everything we do.

Our Promises to students (Strategic themes to be developed)

USSU promises that we will:

1. Offer something for every student

2. Make the changes students want to see within three years

3. Nurture students’ personal and professional development

4. Help students to be happy and healthy at Uni

5. Be an outstanding organisation focussed on students

Enablers (what will make all this happen)

• Prioritisation Framework

• Impact Framework

• People Strategy

• Finance Strategy

• Marketing and Communications Strategy

**1.2 Governance**

The Union is democratically controlled by its members through the annual election of a team of student representatives who form the Union’s Trustee Board. The membership of the Trustee Board is as follows:

* Five Sabbatical Trustees (1 x President, 4 x Vice Presidents)
* Four Student Trustees
* Four Non Student Trustees (appointed by the sabbatical and student trustees)

The Trustees determine policy for all areas of Union activity. The Sabbatical Trustees are full time officers of the organisation and work for the Union for a year either during or at the end of their degree course in order to represent students on a full time basis

The Sabbatical Trustees work alongside the permanent Union staff to implement and carry out the strategy and policies set by the Trustee Board. The permanent staff team is managed by the Chief Executive, who is directly accountable to the Trustee Board for the Union’s performance.

**1.3 Finance & resources**

The Union receives an annual grant from the University to fund its activities, and has an annual turnover from its commercial operations in excess of £2m. The grant and the surpluses generated from the commercial operations enables the Union to spend over £900,000 on the direct provision of student representation, recreation and development activities. 35 people make up the permanent staff team and approximately 70 student casual staff members are employed on a seasonal basis. The Union has approximately 19,000 student members and provides services to a further 2,500 people who work in the University.

The Union’s offices are located on the main University campus, with some of its commercial services located elsewhere around the University. Staff may be required to work at any of these locations either temporarily or permanently, however, the Union does take personal circumstances into account as far as possible when deciding who works where.

**1.4 Student services**

The Union is involved in a very wide range of activities. Its core purpose is to represent students and provide activities for them to enhance the student experience. The Union organises campaigns on issues of concern to the generality of students, administers the work of over 110 different student activity groups, trains and develops over 700 student representatives and operates a Student Advice Centre.

**Section Two – Role Description**

**Job description: Kitchen Manager**

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| --- | --- |
| 1. **Job Title:** | Kitchen Supervisor |
| 1. **Responsible to:** | Venue Manager |
| 1. **Responsible for:** | Chef’s, Student staff (various) |
| 1. **Purpose of Post**: | To have overall supervision over the operation of the kitchen and catering service offered by Atmosphere. Delivering Key Performance Indicators including, financial performance, team Management and Union values |

1. **Main duties and responsibilities:**

**Business Development & Compliance**

* To lead on the delivery of the food service and ensure meals are prepared and cooked whilst maintaining a safe and hygienic working environment.
* To review, develop and make recommendation for the menu using customer feedback, sales data and customer trends
* To train and develop the chefs in delivery of the menu and compliance with food hygiene standards
* To ensure results are delivered through exceptional customer service to our diverse membership and leading ethical and business practices
* To ensure the food offer and performance drives turnover and profitability;
* To maintain an up-to-date knowledge of products and services ensure this is disseminated to staff and their own product knowledge is maintained.
* To comply with Students Union’s internal procedures and all external legal requirements to include Health & Safety, Food Management, Fire Safety and Licensing regulations and manage these procedures day to day in respect of the catering offer
* To oversee and deliver requests for external bookings, events, buffets in accordance with customer requirements

**Service Provision**

* To ensure all kitchen staff are up to date on dish specification and how to achieve food margins
* To ensure food is delivered, labelled, stored and maintained to specification and requirements to achieve high standards of food safety and hygiene
* Ensure that the Atmosphere Kitchen, Storage and Preparation areas are clean and tidy, operating to a high standard
* To maintain, monitor and review records to ensure they adhere to legislation and best practice.
* Ensure all stock is secure and no loss of stock, stock rotation is followed and all store rooms/ fridges and freezers are in order. Monitors & controls stock levels – daily, weekly and monthly ensuring there are no shortfalls

**Staff Management**

* To carry out staff training, probationary reviews and PDR’s alongside the venue manager, identify training needs and implement a training plan and keep training records
* The actively help in the training of all staff in relation to the kitchen and pizza areas, ensuing all staff are compliant with health and safety and food safety.

**Financial Process and Management**

* Work with the venue management to deliver budget and key targets within the catering offer, to meets and exceed food GP budget
* To control wastage and keep accurate records
* To complete financial documentation in respect of transfers, invoices as required in accordance with procedure.

**Relationship Management**

* To develop and maintain relationships with partners and stakeholders including but not limited to suppliers, the University & responsible bodies to foster productive working relationships across the organization to the overall benefit for the Union

**Leadership and Values**

* To deliver targets in line with the Union’s Strategic Plan
* Personally role model the Students’ Union values. To assist in embedding these values throughout the organisation and for nurturing a collaborative and inclusive working environment for staff at all levels.
* Support the team members to work both individually and collectively to sustain the Students’ Union for the long term.
* To embed the organisation’s values within all service standards

**Other duties**

* To abide by the Students’ Union constitution, policies and procedures at all times and contribute to the positive image of the Students’ Union with the students, the University, the local community and wider stakeholders
* To undertake such other duties of a comparable nature as may be requested by the Union Management Team from time to time.

**Equality and diversity statement**

We care about the diversity of our members and staff and believe that what makes us different is what makes us better. We are committed to providing a workplace that embraces diversity, is enthusiastic about equality and promotes opportunity for all.

**Our organisation (University of Salford Students’ Union - USSU) welcome all applicants for all of our vacancies who possess the relevant skills & expertise, however, as black, Asian and minority ethnic (BAME) and disabled candidates are currently under-represented, we would particularly welcome applications from BAME and disabled applicants.**

We will provide equality of opportunity and will not tolerate discrimination on grounds of gender, gender identity, marital status, sexual orientation, race, colour, nationality, religion, age, disability, HIV positivity, working pattern, sub culture, caring responsibilities, political beliefs – or any other grounds.

We will demonstrate our commitment by:

* promoting equality of opportunity and diversity within the environment we operate in
* treating our customers, colleagues and partners fairly and with respect
* building a workforce which reflects our students, aiming for even representation
* encouraging recruitment from groups currently under-represented
* promoting an environment free from discrimination, bullying and harassment, and tackling behaviour which breaches this through our senate sanctioned Zero Tolerance policy
* recognising and valuing the differences and individual contribution that people make
* ensuring people have a healthy and nice environment to work, develop and grow in through our ‘great place to work’ measures
* operating above and beyond our charitable and legislative requirements and best practice
* expecting and receiving excellence from all staff on these commitments – ensuring all staff are personally responsible for promoting these principles

**Person Specification**

Applicants should demonstrate evidence of the following criteria in their applications. We will use a range of selection methods to measure candidates’ abilities in these areas including reviewing your online application, seeking references, inviting shortlisted candidates to interview and other forms of assessment action relevant to the post.

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| --- | --- | --- | --- |
|  | **E** | **D** | **Tested by** |
| **Qualifications and Experience** | | | |
| Good general level of education (numeracy and literacy) | x |  | A |
| A First Aid Certificate or willingness to undertake relevant training. |  | x | A |
| Proven experience in a high performing catering role | X |  | A/I |
| Food Hygiene Level 3 | x |  | A / I |
| Experience of working in Students’ Unions |  | x | A / I |
| Previous responsibility for supervising staff in relation to regulations around Health and Safety, fire safety and food hygiene | x |  | I |
| Previous experience of leading, motivating and developing staff to achieve results in a customer focused environment | x |  | A |
| Track record of working in and forging successful relationships and partnerships with a wide range of individuals | X |  | A / I |
| Able to show 12 supervising a team of 3 or more | X |  | A/ I |
| Experience of training staff/ teams | X |  |  |
| **Skills and Abilities** | | | |
| Ability to line supervise staff effectively, creating an environment where staff are motivated and supported to achieve team and organizational goals | X |  | A/I |
| To have commercial acumen and financial planning skills |  | x | A /I/T |
| Ability to create and maintain positive relationships with staff and a wide range of stakeholders | X |  | A/I |
| Sound IT and technological skills in the use of day to day work and operations (online ordering/ emails/ booking systems etc) | X |  | A/I/T |
| Excellent interpersonal and communication skills (written and oral) | X |  | A/I/T |
| Ability to manage tasks and priorities | X |  | A/T |
|  |  |  |  |
| **Knowledge and Understanding** | | | |
| A thorough knowledge of relevant menu development & costings, Health and Safety, Risk Assessment, Food Hygiene and Fire Regulations, Food Allergens | X |  | AI/T |
| An understanding of customer service and operations | x |  | A/T |
| An understanding of the commercial trends and developments in the sector and Students’ Unions. |  | x | A/I |
| A good knowledge of best practice in financial processes |  | x | A/I/T |
| **Values and personal qualities** | | | |
| Desire to work within a democratic student led environment. | X |  | I |
| Understanding and commitment to equal opportunities. | X |  | I |
| Desire to work within an organisation servicing a culturally diverse membership. | X |  | I |
| Committed, positive, outgoing and approachable with a ‘can do’ attitude. | X |  | I |
| Demonstrably high standards of personal integrity. | X |  | I |
| Highly motivated to deliver success | X |  | I |

**Tested by:** A (Application form), P (Presentation), I (Interview). T (Task/Assessment)