

YEOVIL TOWN COUNCIL

JOB DESCRIPTION

JOB TITLE:	Catering & Café Bar Supervisor
DIRECTORATE:	Culture, Events & Promotions
SERVICE:	Arts & Entertainment
PLACE OF WORK:	Westlands Entertainment Venue
GRADE OR SPINE POINT:	Scale 4
HOURS OF WORK:	161 hours per month Flexible working is essential to cover other activities as necessary with Weekends, Evenings and Bank Holidays as required.
ALLOWANCES:	5% Unsocial Hours
REPORTS TO:	Events & Operations Manager
HAS REPORTING TO HIM/HER:	Casual Kitchen Staff, Casual Café Bar Staff
FINANCIAL RESPONSIBILITIES:	Ordering stock for Bar, Café Bar and Kitchen
SUPERVISORY RESPONSIBILITIES:	Catering & Café Bar Staff

Main Purpose of the Job

To ensure the smooth running of the kitchen and front of house areas and to lead the Catering team to ensure high standards.

Summary of Responsibilities and Duties of the Job

1. Ensure that the Catering team functions successfully during food service.
2. Ensure that customer delivery is prompt and efficient and liaise with the kitchen to manage the food service.
3. Assist the Events & Operations Manager, and chef, in the development of menus and prices that reflect the quality and custom of the venues. Assist and contribute to the development of menus, maximising profits and customer satisfaction.
4. Work collaboratively with the Events Team & Marketing Team to develop the business, optimising the daily food offer to achieve venue revenue goals, and supporting activities such as pre-show evenings, rider catering, large-scale balls, functions, receptions etc.
5. Ensure that deliveries match with orders and that necessary checks are carried out to determine the above and that all delivery notes and invoices are passed to the Front of House Manager for processing.
6. Ensure that the storage areas and kitchens are maintained in a tidy and hygienic condition, having regard at all times to food sell by dates.

7. Ensure at all times the highest standard of presentation, cleanliness and behaviour of yourself and support staff.
8. Assist in the supervision of staff in their respective duties in accordance with Normal Operating Procedures, Emergency Action Plan and all Food Regulations/Law
9. Assist in ensuring full compliance by yourself and other staff with all relevant health and safety and food law requirements reporting any problems or concerns immediately to the Events & Operations Manager.
10. Assist with producing the staff rota for catering areas with the kitchen team and the café bar team, ensuring adequate staffing levels are in place for each event and the daily operation of each venue.
11. Assist the Management in the employment, induction and training of catering and café bar staff to meet the required standards of service.
12. Maintain electronic point of sale & Reservation systems.
13. Attend staff training and meetings as and when required.
14. To ensure the safety of all catering staff and the catering service is compliant with all H&S, licensing and council procedures
15. To assist with monthly stocktakes
16. To monitor the quality of the service, and make suggestions continually improving the quality of service offered to the public
17. Undertake any other duties and participate in projects commensurate with the nature and grading of this post or at the direction of the line Manager.
18. To ensure bar and café bar are suitably stocked and cleaned ready for each performance
19. Assist on Café Bar or in the Kitchen where necessary.

External and Internal Contacts

Company representatives, Customers of the venues, staff, face to face, telephone, written and electronic communication

Working Environment

Westlands Entertainment Venue

Health and Safety at Work

Yeovil Town Council's Policy, Organisational and Arrangement Document, together with this Department's Policy Statement and all relevant Health and Safety at Work Instructions are to be considered as part of this job description.

Data Protection Acts 1984/1998

All employees who are involved in the processing or handling of computer data have an obligation to comply with the terms of the Data Protection Acts 1984 and 1998 and the Council's Data Protection Policy.

Equal Opportunities

Yeovil Town Council is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

Date: May 2025