



Job Description

Job Title:	Hospitality Supervisor
Hours Per Week:	39 hours FTE
Location/Department:	Hospitality Services
Reports To:	Hospitality Services Manager
Direct Reports:	None
Budgetary Control:	None
DBS Disclosure:	Basic
Date Prepared:	May 2021

Job Summary/Purpose:

To plan and deliver high quality Front of House operations in respect of food service and of events at Morden College, which may include evenings, weekends and bank holidays.

Key Duties & Responsibilities:

1. To ensure that customers* College wide benefit from high quality hospitality in the form of friendly, courteous, efficient and professional levels of service delivery.
2. To provide hands-on ownership for the delivery of Food Services, (excluding Perrings Pantry and The Bakers Dozen Café) and for the delivery of all Events, including but not limited to College led events, private resident events, pre and post-funeral events, meetings, training courses and presentations.
3. To liaise with colleagues, residents and event organisers as appropriate, to collect, collate and share information and in every respect to communicate in a fashion that allows for the successful delivery of food services and events.
4. To ensure that staffing levels are appropriate for food service and events and that all records and processes such as preparing rotas and submitting timesheets is done accurately and in a timely manner.

5. To organise for the transport of staff and goods as appropriate.
6. To maintain suitable levels of consumable and non-consumable stocks and ensure appropriate security thereof.
7. To maintain relevant and appropriate cleaning schedules for the postholder's areas of responsibility and ensure they are adhered to and completed.
8. To work collaboratively with colleagues to ensure operational and financial success.
9. To develop and maintain documented Standards Manuals for food services and for events.
10. To deliver in-house training as appropriate
11. To support and promote any service delivery programme the College may adopt.
12. To have a full and active role in the leadership of the Operations Department.

**Customers are defined as residents, beneficiaries, relatives, visitors and colleagues.*

General Duties and Responsibilities:

1. To maintain confidentiality at all times and to comply with the College policy thus ensuring security in the management and use of information.
2. To contribute to close working relationships with all personnel and to help to build an open, honest and happy culture that facilitates learning, creativity and excellence of delivery.
3. To be empathetic and courteous to residents and their relatives, treating them with care and consideration at all times and referring any issues or incidents directly to management/nursing staff as appropriate.
4. To undertake any other duties at the request of the line manager which are commensurate with the role, including project work, absence cover and taking part in College events.

5. To operate in accordance with the College's policies and procedures as detailed in the Staff Handbook and elsewhere, and ensure compliance with Safeguarding Adults policies and Care Quality Commission legislation.
6. To work in accordance with the Health and Safety at Work Act 1974 and related College regulations; understanding the health and safety policy and ensuring that care is taken to protect the health, safety and welfare of residents, staff and visitors in Morden College. This will include reporting of faulty equipment to the relevant manager.
7. To undertake training as necessary in line with development of the post.
8. To participate fully in the performance management process and undertake Continuing Professional Development as required.
9. To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
10. To ensure compliance with the General Data Protection Regulations 2016 and Data Protection Act 2018.

This job description is not meant to be exhaustive and will be reviewed and amended as necessary to meet the changing needs of the organisation. It will also be used as the basis for determination of objectives and the contents will be used as part of the appraisal process. This job description has been agreed between the post holder and Morden College.

Employee's Signature:

Manager's Signature:

Print Name:

Print Name:

Date:

Date: