



Catering

Commercial



United in Purpose

Global Job Title **Catering Team Leader**

Discipline Catering

Sub Discipline Catering

Role Purpose

Lead and supervise a team of catering assistants such that all activities are completed on time and meet quality standards consistent with business requirements.

At this band, the role is typically responsible for a team consisting of between 10 to 20 Catering Assistants. The team may be concentrated on one site/contract or across sites and contracts.

Key Responsibilities and Accountabilities

1. Supervise and manage the team, ensure all team deliverables are achieved consistent with schedules and to the appropriate level of quality and customer service.
2. Plan set out of labour to maximise utilisation and draw up plans and schedules for the team to meet weekly or bi-weekly schedules.
3. Ensure the workplace is safe, meets all statutory requirements and where appropriate ensure suitably qualified and experienced personnel are allocated to undertake tasks.
4. Review problems and issues passed up or escalated from the team or by individuals and ensure these are addressed and remedied promptly to maintain customer service level agreements.
5. Update all relevant documentation for the team including daily progress registers, logbooks, accident books, quality documentation, training records, performance management information and a diary of disciplinary indiscretions/offences.
6. Ensure collection and collation of information related to the activities of the team, generate management information, and circulate as appropriate.
7. Brief and engage with team members to communicate catering requirements, ensure coaching and development, optimise technical performance, and improve the team's overall capability and capacity.
8. Ensure the team complies with expected standards of behaviour, for example, respect for others and corporate values.

About this Role

At this level, the individual requires deep knowledge and understanding of the catering environment and duties of the team, plus (if appropriate) qualifications relevant to the tasks of the team.

This is a first line team leader or supervisor role where the requirement is to lead a team and ensure priorities and tasks are achieved to meet standards, and schedules.

The role is accountable for leading and motivating the team, setting out and utilising labour to best effect, for quality of work and team skill capability development such that team schedules can be achieved effectively.

The role will be focused on meeting weekly and monthly operational targets.