



Catering Supervisor

ALEXANDRAPALACE, ALEXANDRAPALACEWAY, LONDON, N22 7AY - 02 08 36 5 2121 - ALEXANDRAPALACE.COM
ALEXANDRA PARK AND PALACE CHARITABLE TRUST IS A REGISTERED CHARITY - CHARITY REGISTRATION NUMBER: 281991



ABOUT ALEXANDRA PARK AND PALACE

Alexandra Palace hosts a variety of events from concerts and exhibitions to live sports and street food festivals all year round. In return for your hard work we offer:

- Generous annual leave allowance – **28 days** (pro rata for part time employees)
- Additional 4 privilege days usually set around Christmas and New Year
- Opportunity to enter a ballot for **free event tickets**
- Summer and Winter social parties
- Discounts across our on-site catering units

ROLE DESCRIPTION

Alexandra Palace is looking for a full time **Catering Supervisor** to join the in-house Catering team delivering high quality customer service across event and hospitality catering operations. The ideal candidate will have experience working busy events and experience supervising a team. Food handling level 2 and a personal liquor license are desirable. This a full time position working a minimum of 37.5 hours per week (5 days from 7).

The hourly rate is **£10.47**.

HOW TO APPLY

To apply for the role of **Catering Supervisor** please send your CV / expression of interest and a cover letter outlining how you meet the requirements of the role to recruitment@alexandrapalace.com

Please also complete and return an [Equalities Monitoring Form](#) with your application.

Please note that applications will be shortlisted on receipt.

Due to the volume of applications we are unable to offer feedback to those not shortlisted for interview

OUR COMMITMENT TO EQUALITY AND DIVERSITY

Alexandra Palace values diversity, our strength comes from combining what we have in common, our shared purpose and values, with what makes each of us different. We believe that people from different backgrounds bring fresh ideas, thinking and approaches and can help us to be more effective.

Alexandra Palace is committed to the fair treatment of all our staff. We are committed to giving equal access to recruitment and selection, promotion and career development, training, pay and benefits. Alexandra Palace is proud to hold the Level 1 Disability Confident Employer Standard, demonstrating our commitment to recruiting and retaining disabled people and people with health conditions for their skills and talent, and providing opportunities to help them achieve their potential.

We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team.

Job Title	Catering Supervisor	
Department:	Catering	
Team	Catering	
Responsible To	Catering Manager	
Responsible For	No direct line management but post holder is required to supervise casual and agency staff whilst on shift	
Overall job purpose	To support catering management deliver a high standard of customer service across all areas and the smooth running of the catering operation.	
Key internal relationships	Bar and Kitchen Manager Event Managers House Team Head Chef	
Key duties and responsibilities	<ol style="list-style-type: none"> 1. Supervise the team of catering staff including agency employees during a variety of events, including concerts, exhibitions, and oversee catering operations on the floor. This includes: <ul style="list-style-type: none"> - Brief catering staff about the event - Monitor customer queues - Monitor stock levels and cash floats - Schedule staff breaks and provide cover - Support staff on the floor with service delivery - Raise any issues of concern with the Catering Manager in a timely manner - Adhere to set standard operating procedures - Comply to licensing laws and safeguard the Alexandra palace license 2. Prepare catering units including conference and banquet set ups ahead of event opening. Tasks include: <ul style="list-style-type: none"> - Set-up of units and catering areas ensuring they are clean and tidy and ready for service to a high standard - Stock levels are suitable for the event - Ensure all pricing, payment facilities and EPOS systems are set. 3. Close / break down catering units after event finish ensuring that: <ul style="list-style-type: none"> - Unit keys are signed in - Tills are checked and have been accurately cashed up - Takings and event summary are reported to the Catering Manager 4. Support catering operations across the Park and Palace on non-event days upholding exemplary customer service. For example: <ul style="list-style-type: none"> - Prepare and deliver F&B orders - Process cash and card transactions - Maintain a clean and tidy working environment - Assist with any customer enquiries 5. Monitor stock level (food, beverage and disposables) and report when new stock needs to be ordered to maintain consistent 	<p>50%</p> <p>15%</p> <p>15%</p> <p>10%</p> <p>5%</p>

	<p>resource levels including regular stock takes and regular line checks, ensuring stock rotations are adhered to.</p> <p>6. Maintain accurate food health and safety records and uphold to a high standard e.g. food temperature logs for management spot checks and external audits.</p>	5%
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<p>Person Specification</p>	<p><u>Essential</u></p> <p>Education / Qualification</p> <p>Educated to GCSE level or equivalent with English and Maths</p> <p>Fluent in English language</p> <p>Food Handling Level 2</p> <p>Experience</p> <p>Experience of supervising or leading a team</p> <p>Experience of delivering face to face customer service</p> <p>Experience of resolving customer complaints and issues</p> <p>Experience handling and processing cash and card transactions preferably gained in a retail environment</p> <p>Skills</p> <p>Strong verbal communication skills with the ability to brief a team and give clear instructions</p> <p>Able to work unsupervised</p> <p>Trustworthy</p> <p>Good time management and able to prioritise effectively</p> <p>Available to work a flexible shift pattern including weekends, evenings and some bank holidays</p>	<p><u>Desirable</u></p> <p>Education / Qualification</p> <p>Personal Liquor License</p> <p>Bar experience</p> <p>COSSH</p>
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DIMENSIONS

Financial responsibilities

Cash handling

People management responsibilities

Supervision for food service assistants and some agency staff when required

GENERAL OBLIGATIONS

Health and Safety

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

Equality

Commitment to equality of opportunity in the service we provide to our customers and as an employer.

Safeguarding

Demonstrate commitment to safeguarding of children, young people and vulnerable adults.

GDPR

To handle personal data in accordance with the organisation's data protection policy and to record all processing activities in the organisation's data register where appropriate.

The Core Competency Framework

Each competency has an overall description. It is then broken down by level into "We will" and "We won't" indicators. This role is a level 1 and therefore should be demonstrating behaviours at **level 1**.

I. We are **COLLABORATIVE**

"We work as one team, sharing ideas, knowledge and insight to achieve our common purpose"

	We Will	We Won't
Level 1	<ul style="list-style-type: none">• Work together collaboratively- acting as one team• Communicate with colleagues and other teams - building relationships, sharing information and reducing silos• Attend and actively participate in team meetings• Look for frequent opportunities to socially interact across the organisation• Ask for help more often• Pro-actively offer help if a team member is struggling	<ul style="list-style-type: none">• Wait to be asked for help or leave people to struggle• Work in silos• Make decisions without consulting each other• Withhold information from others• Be silent and uncommunicative• Hold back because of lack of time or interest• Ignore the phone or customers• Act divisively

2. We are BOLD

“We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things”

	We Will	We Won't
Level 1	<ul style="list-style-type: none"> Bring creative ideas to work, share them with others and influence to make them happen Be adaptable and open minded - listen to new ideas and try new things Demonstrate a passion for learning put self forward to be trained and to train others Be more vigilant in spotting the things which could be better Admit when a mistake has been made or could have been done better Welcome change as a way to learn and grow 	<ul style="list-style-type: none"> Resist change and new ways of doing things Be afraid to try new things Be defensive when constructive criticism is offered Make the same mistakes Hold back ideas Blame others if new things go wrong Dismiss or shut down ideas without suggesting alternatives or looking at ways to make it work See setbacks as failure

3. We are OPEN AND GENUINE

“We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values.”

	We Will	We Won't
Level 1	<ul style="list-style-type: none"> Treat people with respect, irrespective of their opinions, beliefs or background Demonstrate good manners with everyone Listen to others and value their opinions Take time to get to know other individuals and teams, who they are, what they do and how we can help Discuss things in person and not rely on email Be more culturally aware and understanding of difference Work sensitively and collaboratively with all Meet commitments and keep promises - follow up on enquiries or requests for information promised Confront difficult situations 	<ul style="list-style-type: none"> Disrespect colleagues or customers Single out, exclude or discriminate against people because they are different to me or for any other reason Dismiss the views of others because their opinion and perspective is different to ours Criticise colleagues in front of others or the public Take sides when hearing different opinions Bring personal problems into work on a regular basis Talk or gossip about others Talk the organisation down inside or out Fail to deliver on what we have promised

4. We are PASSIONATE & FUN

“Our job is to put smiles on people's faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment”

	We Will	We Won't
Level 1	<ul style="list-style-type: none"> Demonstrate enthusiasm and excitement in the delivery of our roles Express passion, energy and fun with colleagues and customers Focus on quality – completing work on time and accurately Take visible pride in our work every day Be self- motivated and stay positive even when sometimes it is hard to do so Deliver the best experience for our customers Look for opportunities to bring fun to work 	<ul style="list-style-type: none"> Create a negative atmosphere Demonstrate a can't do attitude Allow the negativity of others to affect me Take things to heart Take a careless attitude to the quality of our work Say “I don't know” – I will go and find out Say “It's NOT my job”

5. We are RESOURCEFUL

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties”

	We Will	We Won't
Level 1	<ul style="list-style-type: none">• Be determined to deliver making best use of the resources we have• Say yes more often and then work out how to do it with what we have• Use initiative to solve problems – seeing every problem as a challenge and an opportunity to grow• Minimise wastage and recycle more• Look after resources as if they are personal belonging s- keeping them tidy and maintained• Make suggestions on how to make things more efficient or reduce cost• Take accountability and show a “can-do” attitude	<ul style="list-style-type: none">• Bring problems without thinking of possible solutions or suggestions• Abandon problems hoping someone else will solve them• Say “Yes” if I know I can't do something• Use budget as an excuse not to do things• Be wasteful of time, resources, energy and equipment

JOB APPLICANT PRIVACY NOTICE

As part of any recruitment process, Alexandra Palace collects and processes personal data relating to all job applicants. Alexandra Palace is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. For further information please see our job applicant privacy notice on our website: <https://www.alexandrapalace.com/about-us/jobs/>