



POST TITLE:	Restaurant Supervisor
DEPARTMENT:	Luxfords Restaurant & Civic Centre
HOURS:	Full-time permanent position: 37 hours
SALARY:	SCP 5 (£25,583 per annum) (£13.26 per hour, £17.68 per hour for function hours worked after 8.00pm)
PURPOSE OF JOB:	Overseeing the daily operations of Luxfords Restaurant, including refreshments and catering served daily for room hirers within the Civic Centre, and key events.
PLACE OF WORK:	Luxfords Restaurant, Civic Centre Uckfield
REPORTS TO:	Hospitality Manager

KEY RESPONSIBILITIES:

The Restaurant Supervisor will play a key role in ensuring customers have an exceptional experience from the moment they walk through our doors. You will work with both our front of house and kitchen teams to maintain high service standards, and contribute to the overall success of the restaurant and catering provided for functions and events within the Civic Centre.

This role is 'hands on' which will require confidence in supervising staff as well as actively participating in front of house service and food preparation.

The position will ensure day to day tasks are carried out by the team as well as adequate planning and preparation is in place for larger bookings within the week.

Day to day operations

1. Oversee and supervise daily restaurant and catering operations, to ensure an efficient and high-quality service;
2. Support front of house service provision, by greeting customers, taking orders and handling customer enquiries or issues;
3. Actively participate in food preparation, cooking and plating as required, at peak times, or in the support of a large function or event;
4. Ensure compliance with food safety, hygiene and health and safety at all times;

Planning and organisation

5. Plan, organise and prioritise daily tasks for kitchen and front of house staff;
6. Co-ordinate staff duties and rotas to meet service demands;
7. Assist with the planning and review of menus, as well as pre-planning for events;
8. Monitor workflow during service, and adjust resources as required;

Team supervision

9. Supervise, motivate and support restaurant staff during shifts;
10. Train new staff, and use coaching techniques to support team members with meeting service and food standards;
11. Lead by example, to maintain a positive and professional working environment;

Stock and quality control

12. Monitor stock levels and assist with ordering supplies;
13. Minimise waste and ensure efficient use of supplies;
14. Ensure good levels of cleanliness and presentation standards across all areas across both front of house and kitchen teams;

The job activities quoted above are example of the work involved. They do not purport to be a comprehensive list of all aspects of the principle duties.

Therefore, the successful candidate will be required to undertake any other duties that may be required appropriate to the grade and designation of the post

PERSON SPECIFICATION – Restaurant Supervisor

	Essential Criteria	Desirable Criteria
Key Skills and Abilities	<p>Strong communication skills both in-person and in writing, in order to build effective working relationships with staff and customers, and lead and motivate the team.</p> <p>Able to work on own initiative, as well as within the team environment.</p> <p>Quick thinking and able to problem solve in order to meet the customer's needs.</p> <p>High standards of cleanliness.</p> <p>Self-motivated.</p>	
Education and Qualifications	Good standard of education with good written English.	
Knowledge	<p>Knowledge of food hygiene and food safety practices, as well as an understanding of key allergens.</p> <p>Familiarity of health and safety regulations.</p>	
Experience	<p>Experience (past or present) of working in a supervisory capacity.</p> <p>Experience of working in a frontline customer facing role.</p> <p>Experience of food preparation.</p>	Experience in the Hospitality sector, whether it be in restaurant trade, events, public house/bar.
Personal Attributes	<p>Passion for providing excellent customer service.</p> <p>A positive 'can do' attitude.</p> <p>Able to plan ahead and prioritise workload accordingly.</p> <p>Ability to successfully multi-task.</p> <p>A flexible approach to work and working hours, to meet hospitality requirements.</p> <p>To be in good health and reasonably fit.</p> <p>Friendly and polite manner.</p> <p>Enthusiastic & hard working.</p>	
Other	We are looking for someone who thinks customer first. They are able to deliver fantastic customer service and are prepared to go the extra mile to ensure our guests' expectations are exceeded. A good work ethic and proactive attitude is required, along with the ability to clearly communicate with staff and customers.	

The Civic Centre, Uckfield caters for many different functions including live music, shows, special weekend events, Afternoon Teas, Dinner & Dances, evening meetings, parties, themed restaurant evenings and Celebrations of life.