



Catering Team Leader/Hospitality Supervisor Candidate Information Pack





The School

Monkton places “thinking differently” at the heart of its strategic vision. We are already one of the country's best known smaller boarding schools and pride ourselves on our size meaning you can really get to know all of the pupils and serve as a full part of our community. We are a Christian school with worldwide connections and interests, and have a strong reputation for pioneering and proactive pastoral care.

A single board of Governors oversees the entire School (Prep and Senior) and Monkton is a registered charity and is incorporated as a company limited by guarantee. The Principal acts as both the Head of the Senior School and as the CEO of the group of schools.

The Senior School enjoys a very attractive rural location in the Monkton Combe valley some two and a half miles south of the historic city of Bath. Nearby is Monkton Prep with a separate Head but part of the same foundation.



The Senior School and Prep School have a strong boarding tradition; however, day pupils comprise one third of the intake of the Senior School and are in the majority in the Prep School. Since 1992 when it merged with Clarendon School for Girls the school has been co-educational with three boys' boarding houses and three girls' boarding houses, all in the school's immediate environs..



The School buildings are in many cases converted houses, formerly privately owned, in the village. There are also many purpose-built teaching areas and extensive playing fields; the School has two boathouses on the River Avon. Some staff live in the valley in school accommodation. There has been a major programme of rebuilding and improvement in recent years: a £4.5 million extension and rebuilding of Maths and Science Departments was completed during 2008, a completely remodelled £3.5m Music Department opened in February 2012, and a significant enlargement and refurbishment of the Art and

DT Departments in 2015. Current projects are focusing on the refurbishment of boarding accommodation, and a ten-year strategic estate review was recently commissioned.



The Role

Responsible to: Head of Catering, Deputy & Assistant Catering Managers
Hours of work: 40 hours per week (will include evening and weekend work), 42.6 weeks per year (paid for 49.2)
Salary: £13.12 per hour

Overall purpose of the post:

You will be in control of our front-line customer service team on a shift-by-shift basis ensuring the skillful, smooth and timely delivery of all our food services with support from your management team and senior chefs. You have total accountability for leading our customer focussed workforce to provide the hospitality services required across Monkton on a daily basis. You will need to monitor quality, ensure staff under your direction perform well and gather customer feedback. You will work closely with the Assistant Manager to ensure all costs are accountable and with the senior management team on any marketing communication initiatives.

Responsibilities:

Customer Service and Continual Improvement

Promote and manage exceptional standards of customer service.

- Build positive relationships with all members of the School Community
- To lead and supervise your shift and coordinate FoH & Kitchen activity. This includes:
 - quality control of all meal services and additional catering requests
 - ensuring FoH & BoH areas are maintained in a clean and tidy manner
 - daily menus and marketing materials are displayed appropriately
 - all FoH Due Diligence records are completed accurately including opening and closing checks
 - arrange ordering for beverages and non-food items as directed by the Assistant Manager
 - completing certain weekly admin tasks such as the time sheets
 - ensuring all prep boxes are completed appropriately in good time
 - communications between the Kitchen and FoH
 - handover notes between shifts with colleagues
- Dealing with urgent emails and messages while on shift.



- Interact with pupils, staff and visitors during service periods, including events, ensuring that the operation is running smoothly and that the Monkton Community is happy with our catering provision.
- Ensure that all services, whether pupil dining or hospitality, operate in a friendly, smooth and efficient manner at all times.
- Liaise regularly with the Chef on duty to ensure excellence in service provision.
- To respond to pupil and staff feedback and respond with suitable communication with time bound resolutions, as required.
- To continuously improve the catering service at school through the creation and introduction of innovation and interest; being mindful that all innovation must be to the benefit of the health and well-being of the pupils and the promotion of a healthy, well-balanced lifestyle.

Quality Assurance and Risk Management

To ensure all operational activities are conducted safely and delivered to the required standard

- To ensure pre-service briefings are taking place and recorded, including at events and that food has been tasted prior to service.
- To ensure Customer Journey checks have been made so that the restaurant is ready for service at each meal.
- To ensure Cleaning Schedules are carried out effectively.
- To report maintenance requests and contractor call-outs to the Assistant Manager.

People Management

To actively support the recruitment, induction, training, development, monitoring and retention process for all catering staff.

- To support recruitment & retention of the catering team through induction and on-boarding, especially with the provision of on-job training.
- Promote staff development and training with all members of the team and their involvement in Monkton's continuous feedback cycle.
- Working with the Catering Management Team to manage individual performance and well-being.
- Responsible for the daily running and management of the team including deployment sheets.
- Participate in regular manager and team meetings.

Financial Management

To ensure the department operates efficiently to deliver the required level of service.

- Support the Catering Management Team to manage an annual budget with particular focus on non-food or payroll costs.
- Ensure that correct order and delivery procedures are always adhered to and the weekly / monthly ordering is carried out in all non-food areas.



- Ensure that weekly time sheets are completed correctly across the site.
- Ensure internal sales data is readily available to the Assistant Manager for billing.
- Carry out a termly inventory to ensure sufficient equipment is available for the term ahead.

Policy & Procedure

- Ensure you and your team adhere to any School and Departmental policies.
- Ensure that you and your team comply with established systems and procedures in all operational areas to monitor, record, maintain and improve upon the standards of the product and service, e.g. but not exhaustive:
 - Daily Operations Dairies
 - Allergen administration
- Assist with coordinating and delivering the catering teams' statutory training requirements, including first aid training.
- Working with the HR team to ensure all Visitor, Contractor, Agency or Casual Workers are correctly vetted when necessary and inducted correctly according to their duties.

Note: The post holder may be reasonably required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the character of the duties or the level of the responsibility entailed.

Coaching Ethos: Monkton staff are committed to continuing to hone and improve our practice in different areas. We intentionally reflect on our professional development throughout the year. As part of this, and to support it, we train staff in coaching skills, and staff coach each other, as well as gaining valuable skills to use day to day. Over the next three years, our aim is to train all staff in coaching.



Person Specification

Note: some of the areas described in this person specification would be developed through the training on the job over the course of the first year

		Essential	Desirable
Qualifications	GCSE Maths and English	√	
	Clean Driving Licence	√	
	Health and Safety qualifications		√
	A Level or college-based equivalent qualification		√
	Level 3 Award in Food Safety		√
	First Aid Qualification		√
	A basic COSHH award		√

		Essential	Desirable
Experience	Experience in a large scale multi-faceted high quality catering operation, where they have successfully developed and maintained excellent standards	√	
	Hospitality and entertaining experience on a comparable scale	√	
	High volume catering experience, delivered on a rolling basis through team management		√
	Commercial catering experience in VIP events or weddings		√



		Essential	Desirable
Skills	Excellent interpersonal skills	√	
	Excellent written and oral communication skills	√	
	Excellent customer service skills	√	
	Excellent organisational skills and a proven ability to manage and supervise teams	√	
	Ability to follow tasks through to completion	√	
	Skills in ICT being proficient in the use of Microsoft Excel, Outlook and Word and Google Chrome platforms	√	
	Good time management	√	
	The ability to prioritise effectively, managing a busy diary and varied workload to meet demands and deadlines – multi tasking.	√	

		Essential	Desirable
Personal Attributes	Sympathy with schools Christian ethos	√	
	Ability to take initiative, a self-starter with a strong ability to organise themselves and others, complete administrative tasks and IT related work efficiently	√	
	Smart and professional appearance at all times	√	
	The ability to think both strategically and tactically	√	
	Good communication and interpersonal skills with the ability to inspire confidence and form relationships quickly	√	
	Eye to detail always ensuring the highest level of service	√	
	Ability to continually update one's own professional knowledge	√	



	Calm, even tempered, responsible and reliable	√	
	Ability to work the required hours	√	

Safeguarding

Monkton Combe School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post including checks with past employers and Disclosure and Barring Service.

- [Child Protection \(Safeguarding\) and Staff Code of Conduct and Behaviour Policy, including EYFS](#)
- [Equal Opportunities Policy, including EYFS](#)

Diversity Statement

We seek passionate individuals who live out our four core values (confidence, integrity, humility and service) and inspire our bright, curious and enthusiastic students. Monkton thinks differently. We appreciate and value difference, and our ambition is to attract, develop and retain a diverse mix of talented people that will contribute to our ethos and values.