

**JOB DESCRIPTION
Catering Supervisor
AGE UK PLYMOUTH**

1. Summary

The Catering Supervisor is responsible for the daily delivery of a high-quality café service and the provision of nutritious, well-balanced meals for Age UK Plymouth's Day Centre clients. This dual-focus role supports both the front-of-house café environment and the wider catering service for clients of the Charity.

The post holder will ensure a welcoming, inclusive customer experience in the café, while also working closely with kitchen staff to prepare and serve meals for Day Centre clients, staff, volunteers, and other service users. They will supervise staff and volunteers providing support and day to day supervision to the team.

This is a hands-on role, involving working as part of a rota that includes weekdays and weekends.

2. Key Responsibilities

- a) Lead the delivery of a friendly and efficient front-of-house café service, providing excellent customer service to all visitors.
- b) Oversee the preparation and service of daily lunches for Day Centre clients, ensuring dietary needs and preferences are met.
- c) Coordinate with kitchen staff to ensure timely and accurate meal service for both the café and Day Centre, including special diets.
- d) Ensure café and dining areas are clean, welcoming, and compliant with food hygiene and safety regulations.
- e) Assist with the preparation and service of food and beverages in both café and Day Centre settings, particularly during busy periods or staff absence.

3. Staff Management

- a) Supervise the work of café and kitchen staff, as well as volunteers, during daily operations.
- b) Ensure that the café and catering services are adequately staffed, liaising with the Director of Operations regarding rotas and cover.
- c) Support training and development for all team members, ensuring high standards of food service, cleanliness, and customer interaction.
- d) Promote strong teamwork and positive communication between the front-of-house, kitchen, and care teams.
- e) Take the lead in the kitchen and café in the absence of the Director of Operations.
- f) Maintain accurate records of staff attendance, holidays, and sickness, 121's and appraisals, liaising with the HR department as necessary.

4. Health & Safety

- a) Ensure full compliance with food hygiene, health and safety, and infection control regulations across all catering areas.
- b) Conduct routine checks of kitchen, café, and dining areas to maintain high standards of cleanliness and safety.
- c) Ensure safe food storage, stock rotation, and appropriate labelling to prevent contamination and food waste.
- d) Monitor and manage allergens and special dietary requirements for Day Centre clients and café customers.
- e) Respond to and report any health and safety concerns or incidents as required.

5. Finance

- a) Support cost-effective ordering and stock management for both café and Day Centres catering, within budgetary guidelines.
- b) Maintain accurate records of stock, usage, and wastage to support financial accountability and reduce excess.
- c) Reconcile café takings, manage tills, and ensure accurate daily cash handling procedures are followed.
- d) Record and monitor meals served (including free and subsidised meals) and help ensure budget compliance.

6. General

- a) To assist with Age UK Plymouth functions held at all centres, as required.
- b) To comply with the Charity's Health and Safety policies and other relevant policies and procedures as contained in the Employee Handbook and as appropriate to the post and operational guidelines.
- c) To assist and take part in the Charity's profile raising and charitable events.
- d) To uphold and promote Age UK Plymouth's Equality & Diversity Policy and ensure effective implementation in all aspects of service delivery and employment.
- e) To undertake any training considered appropriate to the post.
- f) To ensure the requirements of the Data Protection Act are complied with when carrying out the specific duties of the post.
- g) To undertake such other duties as are reasonably appropriate to the post.

7. Undertaking

I understand and accept my responsibilities, as outlined, for the post of Catering Supervisor for Age UK Plymouth.

I accept the conditions of service.

Signed _____

Date _____

Name _____

(please print)