



PERSON SPECIFICATION
Catering Supervisor

Requirements	Essential	Desirable	How Demonstrated
Education and Training	<input type="checkbox"/> Basic Food Hygiene Certificate <input type="checkbox"/> Willingness to undertake relevant training and development	<input type="checkbox"/> Health & Safety Certification (e.g. Level 2 or 3) <input type="checkbox"/> NVQ Level 2 or above in Catering, Hospitality, or related field <input type="checkbox"/> First Aid Certificate	<input type="checkbox"/> CV & Cover letter
Competencies	<input type="checkbox"/> Experience working in a café, kitchen, or catering environment <input type="checkbox"/> Supervisory or team-leading experience in a hospitality or catering setting <input type="checkbox"/> Experience in stock control, ordering, and budget monitoring <input type="checkbox"/> Experience managing rotas, cash handling, and till reconciliation	<input type="checkbox"/> Experience working with older people or in a community-focused environment <input type="checkbox"/> Experience supervising volunteers	<input type="checkbox"/> CV & Cover letter <input type="checkbox"/> Interview
Knowledge and Understanding	<input type="checkbox"/> Food preparation and cooking <input type="checkbox"/> Dietary requirements <input type="checkbox"/> Kitchen hygiene <input type="checkbox"/> Health and Safety in a kitchen	<input type="checkbox"/> Dietary requirements of older people and dementia clients	<input type="checkbox"/> CV & Cover letter <input type="checkbox"/> Interview
Skills/Abilities	<input type="checkbox"/> Excellent customer service and communication skills <input type="checkbox"/> Ability to work proactively and independently <input type="checkbox"/> Strong time management and organisational skills <input type="checkbox"/> Ability to lead, support and motivate a team <input type="checkbox"/> Confident in working in a fast-paced, multi-tasking environment <input type="checkbox"/> Comfortable with IT systems (e.g. till systems, ordering platforms, MS Office)	<input type="checkbox"/> Professional approach to the working day <input type="checkbox"/> Resolution of any complaints to the satisfaction of the customer	<input type="checkbox"/> Interview
Attitude & Approach	<input type="checkbox"/> Warm, friendly, and approachable personality <input type="checkbox"/> Reliable, punctual, and professional <input type="checkbox"/> Passionate about food, community, and making a difference <input type="checkbox"/> Creative mindset with a willingness to contribute ideas		<input type="checkbox"/> Interview

	<input type="checkbox"/> Flexible and adaptable approach to work		
Other Relevant Factors	<input type="checkbox"/> Able to work regular days (Wednesday to Saturday) <input type="checkbox"/> Understanding of and commitment to equality, diversity, and inclusion <input type="checkbox"/> Commitment to the values and aims of Age UK Plymouth <input type="checkbox"/> Enhanced DBS check (or willingness to undergo one)	<input type="checkbox"/> Experience of working for a Charity	<input type="checkbox"/> CV & Cover letter <input type="checkbox"/> Interview