

EAST LANCASHIRE HOSPICE

Registered Charity No: 1075653

Job Title: Front of House Supervisor

Accountable to: Catering Lead

KEY PERFORMANCE AREAS

- Maintain appropriate and respectful professional relationships with colleagues and other staff
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Ensure that personal actions and conduct apply with hospice policies and procedures
- Ensure effective use of hospice resources
- Act as an ambassador for the East Lancashire Hospice promoting at all times our vision which is to help everyone who comes into contact with the hospice to make the most of life. We do this by committing to our values: to care, listen, respect and work together to support people to live well until they die and support those affected by death
- Manage front of house service at café retreat
- Demonstrate passion and energy to develop team members and volunteers resulting in focussed customer service
- Hold pre session briefings
- Meet with potential clients, make reservations and organise private events
- Assist in preparation of hot and cold meals as directed by the Chef
- Prepare and present evening light meals for patients and visitors
- Prepare tea and coffee trolleys for meetings and education
- Lead by example to ensure that the highest possible levels of customer service are delivered by team members at all times
- Audit inventory levels to ensure product availability, and order products as necessary
- Assist in implementing and driving promotional activities
- Take payment for meals using the till
- Respond quickly and effectively to requests by patients or visitors for snacks with a positive helpful attitude
- Support provision of catering for hospice events as directed by the catering lead
- Contributing to the delivery of a safe catering service by complying with food safety standards and health and safety requirements

PROFESSIONAL RESPONSIBILITIES

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PERSONAL DEVELOPMENT

FOH Supervisor / LO / 24-06-21 / Final

- Access mandatory training appropriate to the role
- Participate in the hospice appraisal system and access training opportunities to improve own knowledge and skills
- Participate in the education and training of others as appropriate to the role
- Keep updated on industry trends and hospitality services

MANAGING SERVICES

- Ensure the reporting of hazards and incidents, completion of relevant risk assessments, investigation of incidents and implementation of risk reduction measures
- Ensure effective use of all resources within allocated budget
- Carry out and instruct others to designated cleaning duties to maintain high standards of cleanliness and food hygiene
- Ensure daily checks of temperatures in fridges and freezers are undertaken and maintain records.
- Promptly report any defects or mechanical faults in equipment, inappropriate storage or any other concerns, which could impact on safety
- Adopt best hygiene and safety practices and ensure access to food areas is restricted for non-catering personnel.
- Ensure own knowledge, understanding and observation of C.O.S.H.H. regulations (Control of Substances Hazardous to Health) is at a level consistent with the role
- Apply the principals involved in the production and preparation of cook-chill products under the direction of the Chef
- Implement rules and regulations and assist in the learning of others regarding food allergens
- Ensure catering equipment is operated in line with Health and Safety standards undertaking specialist training as and when required
- Comply with and instruct others of the uniform policy, ensuring uniform is clean and tidy and must not be worn travelling to and from work

MANAGING PEOPLE

- Contribute to Recruitment of staff and volunteers in accordance with hospice policy and procedures
- Induct new staff and volunteers in accordance with hospice policy and procedures to ensure they have the appropriate information and training to carry out their role
- Contribute to ensure all staff have an annual PDR to assess performance and identify development needs
- Contribute to staff development to enhance service delivery
- Contribute to Organising and managing staff in accordance with hospice policies and procedures

STATUTORY DUTIES

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures
- Comply with the East Lancashire Hospice 'no smoking' policy in all hospice premises and grounds
- Be responsible for maintaining own vaccinations including Hepatitis B immunity (as applicable)
- Ensure that infection control measures are followed in relation to your role
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance
- Work at all times to respect people's individuality, rights and diversity to ensure equality

WORKING HOURS

The post holder will work their 20 hours flexibly. These will be worked according to a rota of up to any 5 days of a 7 day working week.

NOTES

This job description reflects how the post currently meets the needs of the service. Since the hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at the annual PDR and may change as is deemed necessary.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

PRINT NAME:

SIGNED:

DATE:

EAST LANCASHIRE HOSPICE
Person Specification

Date	Post	Recruiting manager		
		Essential	Desirable	Tested By
Experience	E1 Working front of house in a catering or hospitality establishment	✓		Test
	E2 Interacting with customers in a professional manner		✓	Application, Interview,
	E3 Leading a team	✓		Application, Interview,
	E4 Providing courteous, effective and responsive customer care	✓		Application, Interview,
	E5 Carrying out cleaning in a café environment effectively to maintain hygiene standards in accordance with cleaning schedules and instructions	✓		Application, Interview, Test
Qualifications	Q1 Food hygiene certificate-obtained within last 3 years	✓		Application
	Q2 Level 1-3 qualification in front of house food and beverage service		✓	
Knowledge	K1 Understanding of food hygiene requirements and environmental health standards	✓		Application, Interview,
	K2 Understanding and observation of C.O.S.H.H. regulations (Control of Substances Hazardous to Health) is	✓		Application, Interview,
Skills	S1 Managing a reservation system	✓		Test
	S2 Providing professional front of house service	✓		Test
Personal Attributes	PA1 Positive and willing to learn	✓		Interview

	PA2 Punctual and reliable	✓		
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