Job Description
Grade 4 Unit Catering Supervisor / Cook Gallery Lancaster and Beacon Fell (Split Sites)

Service:	Facilities Management	**Team:**	FM Conference and Catering
Location:			
Salary range:	£26,016 - £26,847	**Grade:4**	
Reports to:	Reports to the Grade 6 Operations Team Leader for day-to-day café business and operational delivery, including staff supervision and staff training responsibilities. The role is overseen by the Catering and Conference Operations Manager, who is responsible for business reporting, rota management, HR processes, and overall staff management. Formal line management is provided by the Grade 8 Conference and Catering Manager, with delegated supervision and day-to-day operational support aligned to the Grade 6 Catering Team Leader for Lancaster and Beacon Fell.	**Staff responsible for:**	The post does not hold direct line management responsibility; the role is required to oversee the day-to-day operation of both café sites including preparation of breakfast, lunch and snack items. This includes supervising catering assistants, supporting the effective running of the business, and ensuring that all operational, food safety, and relevant legislative standards are consistently met.

Job Purpose

Grade 4 x 1 Unit Catering Supervisor / Cook Beacon Fell and Gallery Lancaster (Split sites)

The Unit Catering Supervisor supports the delivery of food services across both Bowland Café at Beacon Fell and The Gallery at Lancaster, ensuring a high-quality, consistent, and customer-focused offer.

The role is responsible for the day-to-day operational running of both café sites, including the preparation, cooking, and production of menu items, while maintaining compliance with all relevant catering, food safety, and legislative requirements.

The post holder will oversee and supervise catering assistants, contributing to effective team performance and service delivery across both locations.

Key responsibilities include the implementation and maintenance of HACCP procedures, accurate record keeping, ordering of supplies, cash handling and banking, stock control, menu planning, staff training, rota management, and supporting the overall efficiency and performance of café operations.

Accountabilities/Responsibilities

Key responsibilities include:

• Responsible for maintaining high standards of food quality through effective planning, preparation, portion control, and the delivery of the food offer across both café sites.

• Ensure the consistent presentation and delivery of menus, including the timely ordering, receipt, and preparation of food and supplies.

• Monitor and review all work areas to ensure high-quality service delivery, maintaining a safe working environment and ensuring full compliance with food hygiene, Health and Safety, HACCP, ISO9001, and allergen regulations.

• Ensure the safe use of catering equipment and machinery, promptly reporting any defects, faults, or breakdowns in line with procedures.

• Oversee the preparation, service, and clearing of dining and service areas, maintaining high standards of cleanliness at all times.

• Manage the ordering, receipt, and appropriate storage of food and catering supplies.

• Ensure all catering documentation and records are accurately completed, maintained, and up to date.

• Provide guidance, support, and on-the-job training to catering assistants, ensuring adherence to operational procedures and standards.

NOTE

This role requires working across both Bowland Café, Beacon Fell and The Gallery, Lancaster. Working hours includes a minimum of 1 day a week at Lancaster but the role will prominently be at Beacon Fell café and requires working weekends (alternate Saturday and Sunday) and some bank holidays. The post holder must demonstrate a flexible approach to work location and patterns in line with service needs.

The post holder is required to be an essential car user and must have access to a vehicle insured for business use.

- **Equal Opportunities**
  We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**
  All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**
  We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
  We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**
  We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**
  We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**
  We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Grade 4 Unit Catering Supervisor Gallery Lancaster and Beacon Fell (Split Sites)

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
Recognised Supervisory or Team Leader Qualification or Experience and ability to undertake development and training related to same	E	A
Recognised Food Hygiene Qualification OR ability to undertake training to qualify upon commencement of role.	E	A

Experience:		
Catering and Cooking Experience, Cost Control and Menu Planning.	E	A/I
Experience of dealing directly with customers, Suppliers and stakeholders	E	A/I
Training and Development of Staff	D	A/I

Essential knowledge, skills & abilities

Knowledge and Skills:		
Knowledge of food service and catering in general	E	A/I
Good oral, interpersonal; communication and customer service skill	E	A/I
Merchandising and Promotional skills	D	A/I
Organisational, Cost Control and Supervisory Skills	E	A/I
Knowledge of special dietary needs and allergens	E	A/I
Other (including special requirements)		
1. Commitment to equality and diversity.	E	I

2. Commitment to health and safety.	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others.	E	I

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.