



University of York Students' Union
Registered in England and Wales.
Charity Number: 1173404 Company Number: 10688097
Registered Office: The Student Centre, James College,
Newton Way, Heslington, York, YO10 5DD

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T: 01904 32 3724
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Supervisor Job Description

Purpose of Role

The provision of a welcoming, friendly, and positive experience from all our campus based YUSU CS venues is fundamental to the success of the organisation and key to the union connecting with the existing student population at the University of York. Therefore, the purpose of this role is to help, in the absence of managers, provide a great consistent customer experience whilst also serving food and drink in a clean, well maintained, welcoming environment to the wider student community. Leading teams and being standard bearers for the organisation.

Key Tasks

Job Objectives

- To help lead the team so as to deliver excellent customer service.
- To adhere to all health and safety policies and legal regulations and ensure that the team are doing the same.
- To deliver and maintain standards within the operations and maintain them in the absence of a manager.
- To work alongside other team members in a respectful and a professional manner.
- To uphold the reputation of the business.

Key Responsibilities

- To ensure the team assist in maintaining the cleanliness of the work area at all times.
- To assist in the preparation and service of food and drinks.
- To assist in the provision of a friendly and safe environment for both customers and other staff.
- To handle of financial transactions with diligence and honesty in accordance with the company policies and procedures.
- To complete any training that is relevant to your role.
- To support colleagues at peak times with any reasonable task asked of you by your manager.
- To cooperate with the manager and work well as part of the team.
- To adhere to company policy with every interaction with customers in the work space.
- To promote a safe working environment.
- To ensure that the building is fully setup and broken down in accordance with organisational standards and legal obligations.
- Ensure health and safety regulations are met at all times. Record any accidents, or risk factors, and report to the relevant manager. Ensure all legal paperwork is filled in and relevant checks are done to an acceptable level.
- Proactively participate in staff reviews, development actions and team meetings requested by your line manager.
- Work in accordance with the staff handbook procedures and policies.
- Maintain all company property including any uniform provided.
- To ensure the completion of any reasonable additional task requested by your manager.
- Provide relevant information to the team, to evaluate food trends, customer profile and customer requirements.
- Supervise Student members of staff and delegate the workload fairly. Work as an effective team member

Other Duties

- Assist as required in key events throughout the year*, including:
 - Summer Ball;
 - Freshers Fair; and
 - Other key events, including elections



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Supervisor Job Scorecard

Mission

Supporting the mission of the VM in their absence to create an amazing environment within the venues making guests feel welcomed and relaxed (as if they were in your own home); enhancing the hospitality given by Team Members and separating us (in the eyes of our guests) to any of our competition and the products we serve are beyond the expectations of our guests.

Additional Roles

In the absence of a duty Manager you will manage all shifts. Your role combines with that of the Team Leader & Team Member when managing shifts and serving guests.

Outcome 1a Environmentals of the Shift (FOH)

Pride is taken to in ensuring all elements involved in the guest experience are looked after. You make sure that the team are looking after guests as if they were in their own home and that the venue environment is welcoming, comfortable and inviting.

Outcome 1b Product Quality (FOH & BOH)

Either directly or indirectly through team management, all products delivered to the guest are made to standards expected and inline with our Specs. It is delivered in a timely manor set by our service criteria.

Outcome 2 Team Management

Sales targets are exceeded by the monitor of how your team are working; ensure that at every opportunity the team are working in a way that enables them to deliver the service and hospitality required by YUSU standards.

Outcome 3 - Shift Set Up & Break Down

You pay particular attention to detail in the organisation of the day-to-day operations of the venue through the successful setting up and breaking down of your shift. Your understanding of "setting up for success" and your responsibility to your team members makes them behave in the same way

Outcome 4 Legal compliance

All elements of our legal compliance system are part and parcel of our daily operations. When running shifts, you ensure that all elements of this are carried out or completed.

KPI - In addition to the Team Member

- Responsible for the Student Engagement scores (Relevant Sections to a supervisor)
- Responsible in helping achieve a 95% pass mark audit on relevant sections to the role of Team Leader (Completion of legal and operational paperwork)
- Responsible for a 95% pass mark on role relevant sections of the mystery diner program