

Shift Leader Job Description

Purpose of Role

The shift leader role is here to provide a welcoming, friendly, and positive experience at all our campus based venues. The role is fundamental to the success of the organisation and key to ensuring the union connects with the existing student population at the University of York.

The shift leader role helps to lead and coach the teams to ensure standards and service are consistently maintained and delivered, and in the absence of managers they will take full responsibility for the effective management of shifts. Leading the teams to ensure standards in service, health and safety, and compliance are achieved and effectively managed to keep our venues safe and welcoming for our guests.

The shift leaders are an integral part of the team, leading by example to provide a great consistent customer service experience whilst also serving food and drink and maintaining a clean, well maintained, welcoming environment to our student community.

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.
- To improve the development of the team through 1-2-1 training of key skills.

Key Responsibilities

- To ensure the team assists 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 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 in their training and development.
- 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 set up 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

Shift Leader 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 whilst driving sales and standards within the venue.

Additional Roles

In the absence of a Manager you will manage all shifts. You will still be expected to cover the roles of team members in this capacity.

Outcome 1 Environmentals of the Shift

You take great pride 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 whilst ensuring venue standards are kept high at all times.

Outcome 2 Team Management

Sales targets are exceeded by the monitoring of how your team is working; ensuring that at every opportunity the team is working in a way that enables them to deliver the service and hospitality required by YUSU standards. Helping coach and lead the team no matter the business levels of the venue.

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. You ensure team members are aware of their responsibilities and 'focus areas' for that shift.

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.

Outcome 5 - Team Development

The training of the team and therefore their ability to perform at levels required are ensured as you work alongside the management team to help develop team members through 1-2-1 training. This will be created as part of a structured training and development plan set by the management team, on shift training or as part of actively observing the team.

Direct Responsibilities

Team

- Shift Briefs & Shift management

Standards

- Maintenance of all service and cleanliness standards
- Delivering of Hospitality & Service Criteria
- Correct Set up and Break down

Compliance

- Completion of management & Kitchen Diary
- Following all policies relevant to your role

Sales / Finance

- Completion of Service Criteria and Sales Drivers
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Overview / Ensure completion

- Completion of management & Kitchen Diary (TM)
- Completion of Service Criteria and Sales Drivers (TM)

KPI - In addition to the Team Member

- 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.
- Responsible for driving sales in the absence of a manager.