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| |  | | --- | |  | | **Hospitality Supervisor**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/> |   green band epsStockport Council  **Job Description** | |
| Post Title: Hospitality Supervisor  **Service Area: Events and Registrars**  **Directorate: CSS**  **Team: Events and Registrars** | Salary Grade: Scale 4 (2 additional scale points for unsociable hours) |
| **Post Reports to: Louise Whysall**  **Post Responsible for:** | |
| **Main Purpose of the Job:**  To be responsible for the hospitality service and support the Event Co-ordinators in the delivery and management of a wide range of events across a portfolio of Venues within Stockport. | |
| **Summary of responsibilities and key areas:**  Assist the event coordinator in the Operational delivery of Events encompassing all aspects across all Venues.  Responsibility for the food and beverage delivery at Events across all Venues.  Oversee event hospitality service to ensure client expectations are met.  Offer support and training to the food and beverage assistants.  Oversee the rota and monitor staffing levels.  Mange the Bars at all Venues which includes but is not limited to; ordering bar stock, completing monthly bar stock takes, cleaning beer lines and cashing up tills at the end of the shift.  Oversee the cleaning rota at all Venues and ensure that all working areas are kept clean and tidy maintaining food hygiene and health and safety regulations.  Comply with team rota to work a 5 out of 7 working day week including evenings, weekends and bank holidays.  Hold a personal licence | |
| **Job activities:**  Use the property management system to establish events needs and ordering required.  Attend weekly function sheet meetings with relevant departments to ensure the successful delivery of all events.  Provide a high level of customer service.  Maintain a good working relationship with all suppliers.  Ensure the safe evacuation of premises in the event of emergencies arising during a function.  Provide First Aid provision | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | |

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Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Competency** | **Essential or Desirable** |
| To work to the Council’s values and behaviours:   * To keep the people of **Stockport** at the heart of what we do * To succeed as a **team**, collaborating with colleagues and partners * To drive things forward with **ambition**, creativity and confidence * To value and **respect** our colleagues, partners and customers | Essential |
| Significant experience of Food and Beverage service within the hospitality industry | Essential |
| Experience of bar and cellar management | Essential |
| Experience of supervising and directing others and working within teams. | Essential |
| Experience of working flexibly across teams to support key projects and activities. | Essential |
| Highly organised with excellent communication skills | Essential |
| Excellent customer service | Essential |
| Analytical skills with the ability to problem solve and interpret information | Essential |
| Able to work with discretion and maintain confidentiality | Essential |
| Personal licence holder | Essential |
| Level 2 Food Safety & Hygiene Certificate  Basic Health & Safety  Manual Handling  First Aid  or a willingness to undertake development in this area as appropriate | Essential |
| Demonstrable numeracy, literacy and ICT skills at Level 2 (GCSE) or above, or a willingness to undertake development in this area as appropriate | Essential |
| Clean Driving Licence where appropriate | Essential |