

Food and Beverage Operations Supervisor

The Role

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| Job title: | Food and Beverage Operations Supervisor |
| Department: | Campus Experience |
| Responsible to: | Food & Beverage Operations Manager |
| Location: | Main Campus |
| Salary: | Grade 4: £24,215 - £27,319 per annum |
| Term: | Full time, average 35 hours per week on a flexible rota to include weekends and evenings |
| Relationships with: | Customers, management, students and suppliers |

Purpose

To support the Food and Beverage (F & B) Operations Manager and Director of Campus Experience in delivering the departmental action plan in line with the University Strategy. You will support the development and implementation of the Catering KPI's. Ensuring that services provided are appropriately aligned growing University and commercial community. You will assist in the training of the team will be trained to deliver high levels of customer satisfaction and support the Food & Beverage (F & B) Operations Manager in the operation of the department.

Key Responsibilities

- Control budgets and be able to (when necessary) provide the Director of Campus Experience with data on costings, customer satisfaction and sales.
- Assist the Food & Beverage (F & B) Operations Manager in motivating, managing and training the Catering team to optimise performance, identifying training needs through appraisal system.
- Ensure adequate staffing levels at all times, whilst working within budgetary parameters.
- Drive Catering & Hospitality teams to achieve departmental KPI's
- Supervise the bar team when necessary and deputise for F&B Operations Manager, ensuring financial, operational and strategic targets are met.

- In conjunction with the Food & Beverage (F & B) Operations Manager, work with suppliers to ensure the optimisation of prices to achieve budgeted profit margins.
- Liaise with the Food & Beverage (F & B) Operations Manager to increase sales, promotional opportunities and develop commercial business whilst delivering first class customer experience.
- Maintain the departmental policies and procedures, to be reviewed as required.
- Responsible for all departmental administration in absence of Food & Beverage (F & B) Operations Manager
- Client Management of non-residential function business in the absence of the Food & Beverage (F & B) Operations Manager as required.
- In conjunction with Sales Exec and management, utilise the social media and marketing platforms to promote business and opportunities.
- Ensure all health, safety and hygiene regulations are applied in relevant areas and adhered to.
- Awareness of and compliance with all University Policy and procedure
- Deputise for Food & Beverage (F & B) Operations Manager in their absence.
- Undertake other reasonable tasks as may be requested by Directorate
- Nurture and develop working relationship with Student Union to develop calendar of events
- To brief the shift with the levels of business for the coming shift and ensure that the team is efficiently deployed to meet the business need.
- To assist with compiling the staff rota to meet the needs of the business, whilst working within budgetary parameters
- To be responsible for first line performance management
- To have an understanding of budgets and departmental financial performance

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.

- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
 - All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
 - The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on university premises other than in specifically designated areas.

University Values

As a university we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.
- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.
- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

Person Specification

| Qualifications | Essential (E) or Desirable (D) | Measured by; A – Application form B – Interview C - Presentation |
|---|---|--|
| A good standard of education – GCSE or equivalent | E | A |
| Qualification in Hospitality and catering | D | A |

| Knowledge, Skills & Experience | Essential (E) or Desirable (D) | Measured by; A – Application form B – Interview C - Presentation |
|---|---|--|
| Excellent interpersonal and communication skills | E | B |
| Previous shift leader experience in catering, conference or hospitality venue | E | A, B |
| Understanding of budgetary management - | D | A, B |
| Capable of implementing and monitoring of agreed standards | E | A, B |
| Excellent administration and organisational skills | E | B |
| Self-motivation and ability to work in pressurised environment | E | B |
| Passionate about hospitality industry and quality | E | B |
| Experience of organising staff rotas | D | A, B |
| Competent IT skills | E | A, B |
| Ability to communicate effectively at all levels | E | B |
| Customer service focus with the ability to ensure delivery of outstanding levels of customer satisfaction | E | B |

| Other requirements | Essential (E) or Desirable (D) | Measured by; A – Application form B – Interview C - Presentation |
|--|--------------------------------------|---|
| Ability to work weekends and evenings as part of a flexible rota. | E | A, B |
| Ability to travel to other University sites in Cirencester, including the Alliston Centre (Growth Hub) | E | A, B |

Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role.
- Informal enquiries can be made to Charlie Savage, Food & Beverage Operations Manager, email address Charlie.Savage@rau.ac.uk
- **Closing date:** 15 March 2026, with **Interviews on:** 27/30 March 2026.
- We acknowledge receipt of all applications within two working days. If you do not receive an email from us after submitting your application, please let us know by sending a new email **without any attachments** to Human.Resources@rau.ac.uk so we can check if your application has reached us.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are under-represented within the RAU at this level