Food & Beverage Supervisor

Job Description

The Role

Job title:	Food & Beverage Supervisor
Department:	Food & Beverage, Campus Experience
Responsible to:	Food & Beverage Operations Manager/Assistant Manager
Location:	Royal Agricultural University, Cirencester
Salary:	Grade 4 from £24,699 p/a progressing to £27,865 p/a. Please note: it is the university's policy to appoint new staff at the bottom of the pay scale, unless there are demonstrable exceptional skills and experience the candidate brings with them.
Term:	Permanent, full time, averaging 35 hours per week, including evenings and weekends on a rota basis.
Relationships with:	Internal stakeholders including Catering, Bar Operations, Conferences & Events, Accommodation, Estates, Finance and Professional Services; Student Union; external suppliers where required.

Purpose

The Food & Beverage Supervisor will support the delivery of day-to-day Food & Beverage operations across catering, bar and events.

This role is focused on frontline operational supervision, ensuring that services are delivered efficiently and to a high standard during shifts. The post holder will be responsible for leading the team on the floor**,** supporting service delivery across outlets and events, and ensuring a consistent and positive customer experience.

Working under the guidance of the Food & Beverage Management, the role will provide hands-on supervision rather than full operational management**,** with occasional responsibility to deputise when required.

Key Responsibilities

1. Supervise day-to-day Food & Beverage operations across catering, bar and events during allocated shifts
2. Take responsibility for floor management, ensuring service is delivered efficiently and to a high standard
3. Support the delivery of events, functions and hospitality across campus
4. Lead and coordinate staff during shifts, ensuring clear direction and effective teamwork
5. Deliver shift briefings and ensure staff are appropriately deployed to meet business needs
6. Provide hands-on support during service, leading by example in customer service delivery
7. Ensure excellent customer experience across all service areas
8. Support the training and onboarding of new team members
9. Monitor staff performance during shifts and provide immediate feedback and support
10. Assist with maintaining appropriate staffing levels by communicating operational needs to managers
11. Support stock control processes including checking deliveries, basic stock handling and minimising wastage
12. Ensure all areas meet required food safety, hygiene and health & safety standards
13. Report operational issues, maintenance needs or customer feedback to management promptly
14. Assist with general operational administration as required (e.g. basic records, checklists)
15. Deputise for Assistant Food & Beverage Manager on an ad-hoc basis where required

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
Good standard of education including GCSE English & Maths	**E**	**A**
Qualification in Hospitality, Catering or Management	**D**	**A**
Personal Licence (or willingness to obtain)	**D**	**A**

Knowledge, Skills & Experience	**Essential (E) or Desirable (D)**	**Measured by;** A – Application form B – Interview C - Presentation
Experience working in a food & beverage or hospitality environment	**E**	**A, B**
Experience of supervising shifts or small teams	**D**	**A, B**
Strong customer service skills	**E**	**A, B**
Ability to lead by example in a fast-paced environment	**E**	**A, B**
Good communication and interpersonal skills	**E**	**A, B**
Basic understanding of stock handling and service operations	**D**	**A, B**
Ability to work under pressure and prioritise tasks	**E**	**A, B**
Competent IT skills	**E**	**A**

Other requirements	**Essential (E) or Desirable (D)**	**Measured by;** A – Application form B – Interview C - Presentation
Flexible approach to working hours including evenings and weekends	**E**	**A, B**
Positive, proactive and team-focused approach	**E**	**A, B**
Reliable and professional	**E**	**A, B**
Willingness to learn and develop within the role	**E**	**A, B**
Passion for hospitality and service delivery	**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 and Beverage Operations Manager Charlie.Savage@rau.ac.uk
- **Closing date**: 8 December 2026 with **Interviews on:** 21 December 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.
- **Please note**: it is the university's policy to appoint new staff at the bottom of the pay scale, unless there are demonstrable exceptional skills and experience the candidate brings with them.

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