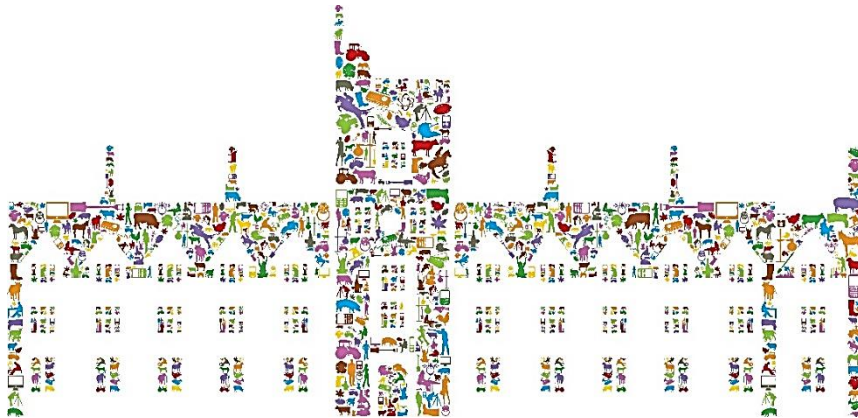


Restaurant Shift Leader



Introduction

The Royal Agricultural University (RAU) is going through a period of exciting and dynamic change. At the forefront of agricultural education since our foundation as the Royal Agricultural College in 1845, the University now has some 1,200 undergraduate students from over 45 different countries studying at our historic campus, set in 25 acres of magnificent grounds in the heart of the Cotswolds.

A full University since 2013, the RAU is an acknowledged leader in education and applied research relevant to the land-based industries notably agriculture, rural land management, property and the built environment, the food supply chain, agribusiness, countryside and environmental management and equine management and science.

The Role

Department: Commercial Operations

Responsible to: Restaurant Manager

Location: Cirencester

Job details: Permanent contract, 35 hr average week, variable hours, including weekend and evening work on a shift basis

Areas of Operation: Restaurant

Salary: Grade 3: £17,407 - £19,729 pa (starting salary dependent upon experience)

Relationship with: Staff, students, suppliers, visitors, colleagues within the industry

Main Purpose: To support the Restaurant Manager in delivering the departmental action plan in line with the strategic vision. Ensuring that the services provided are appropriately delivered to ensure customer satisfaction and adhere to the agreed departmental standards.

Key Responsibilities

1. To work with the Restaurant Manager to develop, implement and deliver the Action Plan in line with the strategic vision for the department.
2. To assist with training programmes to ensure that all staff are adequately trained to deliver to the agreed Service Level Agreement and published standards.
3. 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.
4. To assist the Restaurant Manager with compiling the staff rota to meet the needs of the business, whilst working within budgetary parameters.
5. To monitor and ensure that the Service Level Agreements are adhered to and delivered to exceed customer expectation.
6. To support the Restaurant Manager in meeting with clients as required
7. To motivate and support team in the delivery of agreed standards
8. To assist the Restaurant Manager with the annual appraisal system
9. To be responsible for first line performance management.
10. To have an understanding of budgets and departmental financial performance
11. To help manage, plan and execute a service delivery plan for all Events and Functions.
12. To ensure that all staff are trained and compliant with all University policy and procedure, in particular Health & Safety and Sustainability.
13. To deputise for the Restaurant Manager as required
14. To perform any other duties as may be requested by the Head of Department

Person Specification

REQUIREMENTS	ESSENTIAL (E) or DESIRABLE (D) REQUIREMENTS	MEASURED BY: A) Application Form B) Interview C) Test / Exercise
The post holder must be able to demonstrate:		
A good standard of education – GCSE or equivalent	E	A
Qualification in Hospitality and Catering	D	A
Excellent interpersonal and communication skills	D	B
Previous shift leader experience in catering, conference or retail venue	E	A, B
Understanding of budgetary management	D	A, B, C

REQUIREMENTS The post holder must be able to demonstrate:	ESSENTIAL (E) or DESIRABLE (D) REQUIREMENTS	MEASURED BY: A) Application Form B) Interview C) Test / Exercise
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	D	B
Experience of organising staff rotas	D	A, B
Competent IT skills	E	A, B, C
Ability to communicate effectively at all levels	E	B, D
Customer service focus with the ability to ensure delivery of outstanding levels of customer satisfaction	E	B,C

Special requirements:

The post holder will be required to work evenings and / or weekends

Application Process

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

- A University [Professional Services 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
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk saying where you saw the advert for the role
- Closing date **Sunday 20th January 2019**

Benefits of Working with Us

We have over 200 dedicated employees, who are proud to work for us. Over the last year, we've continued to invest in our people. Whether our people are permanent, or join us for a few months, we genuinely take their reward, health, wellbeing and development seriously.

We believe in investing in development and happiness at work and have a good range of benefits for our people which include:

General Working Benefits

- Magnificent historic offices and grounds in the Capital of the Cotswolds

- Free parking on campus
- Complimentary hot beverages throughout your working day
- Complimentary shuttle bus from campus to Cirencester Town Centre during term time
- Free Library membership with access to 1,000s of print books and journals
- 35 hour working week

Reward and Recognition

- A generous 25 days annual leave entitlement for non-academic staff per annum in addition to 8 statutory bank holidays. An additional week's holiday during the Christmas period is given at the Vice-Chancellor's discretion
- Learning and development opportunities including RAU Management Training Programme
- Long service award – at 25 years, we give you a cash sum

Financial Benefits

- We offer a competitive salary to attract and retain great people. We reward performance enabling you to progress through your pay band
- If you become ill, you are entitled to our sickness pay benefit scheme after a qualifying period of six months
- Access to RAU Car Share scheme
- Childcare vouchers
- Aviva defined contribution pension scheme

Health and Family Benefits

- We'll do everything we can to help you find a healthy work-life balance. Our people can sometimes work flexible work patterns i.e. in job shares and part-time
- Our Employee Assistance Programme ensures you have unlimited access to a 24-hour free, confidential telephone helpline. The service gives you free advice on a wide variety of issues such as legal and financial information and counselling services
- Free membership to gym on campus
- Cycle to Work scheme
- Occupational Health Service
- Free annual flu vaccination
- Eye care vouchers for eye examinations and contribution toward VDU glasses
- Life Assurance cover (provided as part of the Aviva Pension Scheme (Y1))