

## MARYLEBONE CRICKET CLUB (MCC)

### JOB PROFILE

<b>Job Title</b> Canteen Supervisor	<b>Department</b> Catering
<b>Reporting to</b> Deputy Head of Catering	
<b>Dimensions of Role</b> <b>Hours</b> 10:00hrs to 16:00hrs, Monday to Friday inclusive, with one unpaid lunch hour on each day worked; total of 25 working hours per week	
<b>Key Purpose of Role</b> <ul style="list-style-type: none"> <li>▪ To assist the delivery of the staff Canteen on a daily basis, working to the agreed budget.</li> </ul>	
<b>Key Tasks and Accountabilities</b> <ul style="list-style-type: none"> <li>▪ Producing a consistently high standard and presentation of food.</li> <li>▪ Assisting to maintain all legal Health, Hygiene and Safety records.</li> <li>▪ Assisting in the development of the Canteen staff.</li> <li>▪ Inputting of new ideas and food styles to assist in maintaining customer satisfaction.</li> <li>▪ Carrying out all reasonable tasks expected by management.</li> <li>▪ Ensuring attendance of all relevant training and development courses.</li> <li>▪ Assisting in monthly stock take as requested.</li> <li>▪ Liaising with the Canteen Chef to ensure that all work is carried out efficiently and to the correct timescales.</li> <li>▪ Carrying out any necessary training sessions with your team</li> <li>▪ Ability to self-develop &amp; motivate.</li> <li>▪ Regularly providing feedback on staff comments and menu suggestions and assist operations team with weekly &amp; monthly reporting.</li> </ul> <p><i>This job profile is not an exhaustive or definitive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks and duties of the jobholder might differ from those outlined in the job profile and duties might be amended as the job evolves in light of the needs of the business and/or at the discretion of management.</i></p>	
<b>Variations of job relating to Major Matches</b> <ul style="list-style-type: none"> <li>▪ Ensure the Canteen is equipped to operate Major Match Days.</li> <li>▪ Any other duties as required whether in the Department or elsewhere around the Ground.</li> <li>▪ Attend at all Major Matches with extended hours as appropriate.</li> </ul>	
<b>Values and Behaviours</b> <ul style="list-style-type: none"> <li>▪ Have a positive and proactive approach to all elements of the role</li> <li>▪ Take responsibility for own actions and outputs</li> <li>▪ Be respectful to all MCC employees, casual workers and visitors</li> <li>▪ Actively promote team work by supporting others and sharing knowledge</li> <li>▪ Deliver high quality work/service in a timely way</li> </ul>	

**Health and Safety**

- To work in a safe manner at all times.
- Wear and use any required protective clothing when required
- At all times be responsible for the safety of yourself and others through adherence to MCC (and legal) safety rules and procedures.
- Be familiar with fire procedures and evacuation procedures and be prepared to operate when /if trained as Fire Warden.

**Person Specifications, Skills & Qualifications****Essential**

- Strong communication & interpersonal skills.
- Calm, self-motivated, open minded and innovative.
- Strong interpersonal skills.
- Good understanding of food ordering & stock control.
- Good understanding of logistics and working of multi-site operation.
- Customer Service Skills.
- Food Safety Level 2.
- Ambition, passion & enthusiasm towards work.
- Motivational skills to encourage excellence.
- Smart personal presentation.

**Desirable**

- Knowledge of MCC & Sports

**Written By** Pedro Saavedra**Date** August 2016**Accepted by****Date**