

Role Profile

Role title:	Catering Supervisor
Salary:	£13.60/Hour + Holiday pay
Full/Part Time:	Part-Time
Contract term:	Zero Hours, Fixed-Term
Accountable to:	Catering Manager
Accountable for:	Catering Assistants
Hours:	Zero Hours
Location:	Usually located at the main Students' Union Building
Eligibility:	Students with some Catering experience
Benefits:	We offer a great range of benefits. You can see them here .

Our Organisation

We are Manchester Students' Union, the biggest SU in the country, supporting over 40,000 students throughout their time at university. We help to make student life the best it can be by supporting students to campaign for change, creating opportunities to meet new people, providing employment opportunities, providing advice and support and being a safe place on campus.

We are a values-centred organisation that employs around 90 permanent, full-time members of staff. We recruit a wide range of roles throughout the year within all our departments from our Commercial team operating Manchester Academy Venues, 13 Media, Bar 532 & Kitchen and Corridor Coffee to our Student Activities, Student Engagement, Marketing and Communications, Finance, HR and Facilities teams. Our team of around 400 part-time, studying staff are instrumental in providing support to all departments as well as leading major projects like Student Angels. When you join UMSU, you'll be immersed in an environment that empowers staff to make great things happen and we're always on the lookout for innovative, passionate, and proactive people to join us.

Our staff team is led by our senior leadership team who are instrumental in driving our strategy at UMSU. It's made up of our CEO, COO, 3 Directors and 2 Associate Directors. We are governed by our trustees and Exec Officers, you can find out more about that [here](#). All our permanent, full-time roles are graded (Grade A-E) which means that there is a clear path to your development and progression whilst at UMSU.

Our Organisational Values

Our values are important to us and shape the work that we do every day. As part of our recruitment process, we want you to demonstrate how your experiences, behaviours and skills align with our values.

Our values are

- We put students at the heart of what we do
- We provide a 'great experience' service
- We believe in improvement and progression
- We are a community
- We are open and transparent
- We are inclusive

Role Overview – Catering Supervisor

Your role will be based in The University of Manchester Students' Union's vibrant catering outlets. These spaces serve as key hospitality areas for the student community, offering fresh, high-quality food and drink throughout the academic year. From day-to-day campus service to supporting high-traffic events, Corridor aims to deliver exceptional service in a friendly and welcoming environment.

As a Catering Supervisor, you'll play a vital role in the day-to-day operations of our catering service. You will lead and support a team of catering assistants, manage shift operations, oversee food service and presentation, and liaise with managers. Your leadership will ensure smooth and efficient service while maintaining high standards of food safety, cleanliness, and customer care.

This role directly contributes to the financial success of the Students' Union's commercial operations, which in turn funds critical student services such as advice, activities, and support initiatives across campus.

You must be approachable, enthusiastic, and customer-focused, with the ability to lead in a fast-paced environment. You'll stay calm under pressure and use your initiative to prioritise tasks, problem-solve on the go, and ensure the team remains motivated and productive throughout each shift.

You will be expected to maintain high standards of food hygiene and cleanliness and uphold health and safety protocols in accordance with legal and organisational requirements. The ability to identify issues, complete tasks independently or delegate them appropriately, and adapt to changing demands is essential.

Shift Expectations

- Standard working hours will vary, but primarily include daytime, evening, and weekend work.
- Flexibility is key, with shifts expected during peak trading times (e.g. Welcome Week, Halloween, and exam seasons).
- The role involves standing for long periods and working in a busy catering environment.
- A minimum commitment of two shifts per week is expected during peak times (September–December and February–May). Flexible, self-scheduled shifts are available during quieter periods.

Training and Development

You'll receive comprehensive training including:

- Food safety and hygiene
- Allergen awareness
- Customer service skills
- Health and safety procedures
- Team leadership

These transferable skills and experiences will support your future career in hospitality, customer service, or leadership roles.

You can find more detailed explanations of our values on [our website](#).

Key Result Areas

Responsible for	Contributor to
Delivering excellent customer service in a busy catering environment – including serving food, preparing hot and cold drinks, handling payments, and ensuring consistent service standards are maintained across the team.	Contributing to the smooth operation of the catering outlets, ensuring high standards of food safety, service, and customer care are upheld at all times.
Ensuring food safety and hygiene regulations, allergen procedures, and the Students' Union food handling policies are followed by all staff.	Supporting a safe working environment by communicating effectively with Catering Supervisors, Facilities staff, and senior managers regarding food safety concerns or incidents.
Using the EPOS system accurately to process transactions and follow procedures for stock rotation, labelling, and waste recording. Reporting any system or equipment issues promptly.	Working efficiently to support the catering department's financial targets by minimising waste, maximising upselling opportunities, and maintaining operational accuracy.
Supervising food preparation and service, including reheating, plating, and presenting meals. Maintaining cleanliness and correct storage procedures in all food prep areas.	Supporting the stock control process by assisting with deliveries, restocking supplies, monitoring use-by dates, and ensuring correct storage of food and non-food items.
Overseeing and supporting a team of student staff, including on-shift leadership, wellbeing check-ins, informal performance feedback, and assisting with inductions and on-the-job training.	Assisting with the recruitment and development of team members by providing feedback, encouraging learning, and modelling high standards of professionalism.
Maintaining high cleanliness standards in all customer and back-of-house areas in line with HACCP and health & safety guidelines, including cleaning equipment, utensils, and surfaces.	Ensuring catering environments are welcoming, accessible, and compliant with safety and hygiene standards, contributing to a positive customer experience.

Organisational Stewardship & Leadership Responsibilities

- You'll participate in team planning days.
- You'll assist in key Students' Union events & activities throughout the year including Welcome Week, elections and supporting the officers in delivering their plans.
- You'll perform duties in line with the Union policy & procedure framework.
- To contribute to maintaining communal areas and team stores

Person Specification

Criteria	Assessed at:			
	Application Form	Interview	Group Task	All
Education and Knowledge				
We accept candidates from any educational background.				
A good understanding of food hygiene, allergen awareness, and food safety regulations		✓		
Skills				
Strong communication skills with the ability to give information clearly to a diverse range of customers and colleagues in a fast-paced catering environment		✓		✓
Ability to lead a team in a catering setting, supporting and motivating staff to achieve service goals		✓		
Able to use initiative to identify tasks in real-time during service and assign duties effectively, with minimal supervision	✓	✓		
Reliable and knowledgeable in catering operations, including food handling, stock	✓	✓		

rotation, and maintaining health & safety standards.				
Personal Attributes				
Demonstrable ability to supervise a team, build effective working relationships, and ensure operational objectives are met.				✓
Proven ability to stay calm, positive, and professional under pressure while delivering excellent customer service.	✓	✓		
Able to proactively recognise and respond to tasks that need completing to maintain smooth service.	✓	✓		
Friendly, approachable, and professional – especially when managing customer queries or resolving difficult situations.				✓
Values & Behaviours				
Align with the SU's values and behaviours both personally and professionally				✓

Our Recruitment Process

The way that we recruit is designed to be fair, transparent, and inclusive as well as being an enjoyable experience for everyone involved. You should expect to receive great communication and a warm, welcoming experience.

Every member of staff is recruited the same way, by submitting an application form and attending an interview. We use a recruitment platform called StaffSavvy where you'll submit your application and book interviews, if successful.

Our process allows you to show us your authentic self, gives you a platform to display your skills and knowledge in relaxed and welcoming setting. We'll never put you under any necessary pressure on you, ask you trick questions or interrogate you in an interview and we'll support you all the way through our process.

You can find more information about our recruitment process on [our website](#).