

Role Profile

Role title:	Kitchen Supervisor
Salary:	£13.60 per hour + holiday pay
Full/Part Time:	Part-Time
Contract term:	Zero Hours, Fixed-Term until August 2025
Accountable to:	Head Chef, Sous Chef
Accountable for:	N/A
Hours:	Zero Hours, approximately 10/15 hours per week during term-time
Location:	Usually located at the main Students' Union Building
Eligibility:	Open to applicants with relevant skills and experience who are eligible to work in the UK at the point of employment and a current student at either University of Manchester, Manchester Metropolitan University or University of Salford in the 2024-2025 academic year.
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 really 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

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

Role Overview

As a Kitchen Supervisor, you will play a key role in the daily operation and delivery of food service within 532 Bar and Kitchen, located in the heart of the Students' Union. You'll be responsible for supervising a team of student catering assistants, ensuring high standards of customer service, food hygiene, and operational efficiency in a fast-paced, student-focused environment.

You will support the day-to-day running of the kitchen operations, including food preparation, service delivery, maintaining cleanliness and stock levels, and overseeing opening and closing procedures. Working closely with the wider commercial team, you will help meet financial targets that directly support the Union's vital student services such as advice, representation, and student activities.

In this supervisory role, you will be expected to model excellent customer service and food handling practices while guiding and mentoring student staff. You will lead by example, encouraging the development of others and supporting a positive and inclusive team environment. With a focus on service quality and safety, you'll play a crucial role in delivering a reliable, welcoming space for students and visitors.

As a Kitchen Supervisor, you'll gain valuable experience in hospitality and catering management. We will support your professional development with tailored training, including food hygiene, health and safety, allergen awareness, and first aid. You'll also gain experience in rota planning, stock control, and team leadership – transferable skills for a wide range of future career paths.

Our ideal candidate is proactive, organised, and able to remain calm under pressure. You'll be confident in supporting a busy service environment and in using your initiative during quieter periods to maintain smooth operations. Reliability and a positive attitude are essential, as is the ability to motivate others and maintain high standards in line with Students' Union expectations.

Shifts and Working Hours

Your standard working hours will primarily involve mornings, afternoons, and evening work as our current opening hours range from 8am to 9pm. The role does offer flexible hours, however, we require a commitment of at least 2 shifts per week during peak times (September-December and February-May). We offer flexible elective hours over Christmas, Easter and summer.

Shifts can be subject to cancellation at short notice, and you may be required to work at short notice

based on your given availability, dependent on demands.

Please be aware that the role involves long periods of standing.

Key Result Areas

Responsible for	Contributor to
You'll oversee the daily operation of 532 Kitchen, ensuring service runs smoothly. This includes opening/closing the kitchen, assigning tasks, monitoring service flow, and addressing any issues.	You'll contribute to maintaining consistent service standards throughout the day by learning how to plan service coverage, anticipate busy periods, and support service delivery.
You'll lead student catering assistants during your shifts, providing clear guidance, delegating tasks effectively, and supporting staff during busy or challenging moments.	You'll develop your skills in team leadership and rota planning by understanding staffing patterns, helping to build shift plans, and learning how to manage performance effectively.
You'll ensure all food is prepared and served in line with hygiene and food safety standards, including allergen protocols and daily checks.	You'll support the implementation of HACCP procedures and become familiar with completing risk assessments, food safety documentation, and responding to environmental health audits.
You'll support a high-quality customer experience by ensuring that meals are served promptly, portions are consistent, and customer interactions are welcoming.	You'll contribute to service improvements by gathering feedback, identifying opportunities to refine the menu or layout, and working with the kitchen team to trial new ideas.
You'll monitor and maintain stock levels, carry out stock takes, place weekly orders, and ensure deliveries are checked, stored correctly, and rotated.	You'll develop your understanding of stock forecasting by analysing usage data, learning how to adjust ordering patterns, and minimising wastage to support commercial income targets.
You'll take responsibility for the cleanliness and organisation of all kitchen areas, ensuring cleaning schedules are followed and equipment is maintained.	You'll contribute to compliance by learning about internal audits, reporting faults, and helping to maintain health and safety and hygiene standards across the kitchen.
You'll act as a first point of contact during your shift, escalating any concerns to the management team and ensuring smooth communication across the team.	You'll develop skills in operational decision-making, understanding how to balance service quality, staff wellbeing, and customer expectations.
You'll deliver basic on-shift training and mentoring for new student staff, supporting them to develop good working practices and confidence in their role.	You'll contribute to staff development by identifying training needs, helping deliver refresher sessions, and supporting the induction of new team members.
You'll ensure all health and safety practices are followed, including safe equipment use, COSHH and allergen control.	You'll support a culture of safety by helping to identify risks, inputting into risk assessments, and promoting best practice across the kitchen team.

You'll help the Kitchen team contribute to the wider Union's income generation by delivering a consistent and cost-effective service.	You'll develop awareness of how commercial performance supports wider student services, contributing to pricing discussions and ideas for improving value and uptake.
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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				
We accept candidates from any educational background.				
Understanding of Licencing Law				
Experience and Knowledge				
Catering experience – solid understanding of how a professional kitchen operates, including experience working in a busy food service environment, familiarity with food preparation, service flow, stock handling, and kitchen routines.	✓	✓		
Compliance – knowledge of food hygiene standards, allergen management, COSHH, and general health and safety procedures relevant to kitchen environments.	✓			
Creative Thinking – open to new ways of working, able to suggest service improvements, adapt processes, or trial new menu ideas.	✓	✓		
Passion – interest in hospitality and food service, enthusiasm for providing a great customer experience, professional attitude, willingness to learn and improve.		✓		

Personal Attributes				
Reliable – does what they say they will do, great at communicating changes in availability in advance, attends shifts on time		✓		
Multi-tasking – able to handle multiple demands at the same time as delivering excellent customer service, great at identifying tasks that need to be done, confident in prioritising tasks with no instruction		✓		
Collaborative – strong team player who contributes to a supportive working culture, values others' input, and works effectively with team members to solve challenges.	✓	✓		
Approachable – great at always maintaining a friendly and approachable demeanour, confident in handling customer enquiries and complaints, works well within a team and can build good working relationships	✓	✓		
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](#).