Position Description

College/Division: University House
Faculty/School/Centre: 
Department/Unit: Functions and Events
Position Title: Shift Supervisor
Classification: ANU Officer 3 (Hospitality)
Position No:  
Responsible to: Food & Beverage Manager
Number of positions that report to this role:  
Delegation(s) Assigned:

PURPOSE STATEMENT:
University House is a heritage listed property within the campus of the Australian National University, featuring accommodation, function rooms, bars and restaurants. The Shift Supervisor’s responsibilities include supervision of food and beverage attendants in University House managed food outlets, ensuring that a high level of service is provided at all times.

KEY ACCOUNTABILITY AREAS:
Position Dimension & Relationships:
The Shift Supervisor reports to the Food and Beverage Manager and works closely with the Senior Supervisor, as well as food and beverage attendants and kitchen staff. The Shift Supervisor works on a rostered basis including breakfast, evening and weekend shifts.

Role Statement:
Under general direction, the Shift Supervisor will:
• Provide a high level of customer service in all food outlets by following standard operating procedures and assisting Senior Supervisors as directed.
• Supervise, coordinate and train food and beverage attendants in day-to-day service and operations.
• Maintain cutlery, crockery, glassware and related equipment, and oversee venue presentation and cleanliness.
• Develop product knowledge and liaise with Kitchen on quality assurance and customer feedback.
• Perform administrative duties including management of cash floats using a computerised point of sale system.
• Perform other duties as directed, consistent with the classification level of the position and in line with the principle of multi-skilling.
• Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.

See the classification descriptors for professional staff and minimum standards for academic staff
SELECTION CRITERIA:

1. Year 12 certificate with hospitality experience, or an equivalent combination of relevant experience and education/training.
2. Demonstrated experience supervising food and beverage staff and an ability to work independently in a team environment to deliver high quality customer service.
3. Excellent communication skills with the ability to resolve customer concerns and escalate issues when needed.
4. Demonstrated understanding of food and beverage hygiene standards and work health and safety principles.
5. A demonstrated general knowledge and understanding of equal opportunity principles as they relate to employment.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.

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<th>Supervisor/Delegate Signature:</th>
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<td>Printed Name:</td>
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References:
- Professional Staff Classification Descriptors
- Academic Minimum Standards