

## Temporary Customer Service Supervisors

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Company: University of Exeter

Location: Exeter

Category: office-and-administrative-support

## Temporary Customer Service Supervisors (REF: C00285)

### Commercial Operations

**Start Date:** March onwards, depending on availability

**End Date:** Ongoing, depending on availability

**Weekly hours:** Variable (up to 36.5 hours)

**Pay Rate:** £13.92 per hour (including holiday provision)

**Location:** Streatham Campus – Exeter

### Summary of the role

You will be passionate about driving and delivering excellent quality and high standards of service to our customers. Supporting your line manager by directing the team and achieving outlet targets as per our operating procedures. You will assist your line manager by opening and closing outlets, securing our assets, protecting our reputation, and driving our brand standards. You will undertake all general sales task and be responsible for the day-to-day supervision of activities in your nominated operating outlet. You will be responsible for role modelling the values and behaviours required by the University of Exeter and in doing so, will always use integrity and respect and in all aspect of your daily duties.

We have 20 different outlets that demonstrate exciting new projects with fresh food concepts in trend-setting operations. A variety of locations, culinary operations, and dynamic teams to work within.

Duties include:

Ensuring staff in your team serve and interact with customers in a courteous, friendly and

helpful manner.

Conduct basic food preparation and the serving of food and beverages in line with HACCP and our operating brand standards

Supervise and support the team's package, deliver, and visual merchandise goods then collect, clean and securely store all associated Catering and Retails equipment.

Ensure that stock is stored, inventory controlled and counted, prepared, rotated, displayed, promoted, visually merchandised and handled in a legal manner and to minimise shrinkage.

Manage the cleanliness and hygiene standards of the nominated operating outlet, report any defects in the appropriate way and ensure the correct procedure is followed to manage outlet waste and returns.

Ensure delivery of outlet objectives through proper induction and training of our employees and thorough supervision of employee effectiveness.

Control availability of stock to ensure customer demands are met by planning deliveries and controlling acceptance methods (checking quality, quantity etc), reporting discrepancies and signing documentation.

Control physical or electrical point of sale transactions and minimise loss by reconciling tills, cash takings, safe contents and banking. Reporting any discrepancies and analysing and interpreting key financial reports and taking any appropriate action.

Maintain maximum outlet security by following all security procedures whilst open and closed.

Ensuring compliance to University Operating Procedures, HACCP, H&S and demonstrating due diligence at all times.

To complete mandatory training and service specific training such as food hygiene, health and safety, first aid, COSHH and any other University policies and procedures.

To maintain the highest levels of personal hygiene, appearance and conduct for you and your team.

To undertake any reasonable request within the scope and grade of the role across the

service.

**Please apply by sending your CV and covering letter to Duncan Tarrel, Trading Operations Manager - Commercial Operations**

### **The University of Exeter**

We are a member of the prestigious Russell Group of research-intensive universities and in the top 150 universities in the world (Times Higher Education World University Rankings 2022 and QS World University Ranking 2022).

Our research income in recent years means we're the fastest growing UK Research University with some of the world's most influential scientists, and we seek to answer some of the most fundamental issues facing humankind today through this. More than 99% of our research is of international quality and our world-leading research impact is growing faster than any other Russell Group university (2021 Research Excellence Framework). We encourage proactive engagement with industry, business and community partners to enhance the impact of research and education and improve the employability of our students. Read about our world leading research – Green Futures and how we are transforming education for a changing world. We are located in a beautiful part of the country and Exeter (a fast growing tech hub) is one of only a few UK cities to have been designated as a UNESCO Creative City.

### **Our Equality, Diversity and Inclusion Commitment**

With over 27,000 students and 6,400 staff from 180 different countries we offer a diverse and engaging environment where our diversity is celebrated and valued as a major strength. We are committed to creating an inclusive culture where all members of our community are supported to thrive; where diverse voices are heard through our engagement with evidence-based charter frameworks for gender (Athena SWAN), race equality (Race Equality Charter Mark), LGBTQ+ inclusion (Stonewall Diversity Champion) and as a Disability Confident employer. Whilst all applicants will be judged on merit alone, we particularly welcome applications from groups currently underrepresented within our working community. Reasonable adjustments are available for interviews and workplaces.

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