JOHN LEWIS & PARTNERS JOHN LEWIS PARTNERSHIP WAITROSE & PARTNERS

Team Leader - Food Service

Location: Drummond Gate	**Profession:** Hospitality & Food Service
Reports to: Team Manager - Food Service	
People Management: N/A **Assignment Management:** Hospitality Assistants as required	

Job description (critical purpose)

- Be an exemplary operator, ensuring food service is delivered to the highest possible standard, on time and in a way that puts the customer (Partner) at the heart of what we do.
- To lead the team, who you task manage, to support the Hospitality & Food Service proposition in the delivery of the highest possible operational standards.
- Contribute to the growth and efficiency of the Hospitality & Food Service profession
- Stretch your influence to act as part of the overall service delivery team for Head Office Facilities

Through your Profession you will have the opportunity to develop and stretch personally and professionally to achieve your potential.

The Partnership supports agile and flexible working practices, such as when, where and how we work. We have several different ways to work flexibly, including part-time, flexible or compressed hours, and job sharing. Head office areas also support a blended working approach.

We celebrate diversity and inclusion in the John lewis Partnership and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.

Primary Outcomes & Accountabilities	**Measures of success**
Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently. **I**nvest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different. Continuously engage with and actively contribute to your Profession Take responsibility for actively engaging with change Lead Partners within multi-disciplinary and matrix teams to achieve and deliver work, in line with business outcomes and with the voice of the customer at the heart of decision making. Support all Partners to realise their potential aligning joint expectations and goals with what has been agreed with the people manager.	• Engagement in democratic process, • Personal PDP in place with stretching objectives. • Matrix functional service requirements clearly set and meeting overall campus support requirements with positive relationships • Ensure there is a spirit of support and collaborative cooperation across the campuses

Customer / Financial/ Commercial • Deliver, through exemplar standards, outstanding and consistent customer service in catering and vending to maximise Partner Dining Room sales • Support opportunities for continuous improvement and greater efficiency • Ensure the teams develop a great service offer which exceeds commercial targets, delights customers and leads market / competitor trends. • Responsible for accurate till processes and procedures.	• Great Feedback from Customers on service proposition • Evidence of contribution to the continuous improvement • Evidence of Exemplar behaviour influencing others • Wastage numbers for particular areas. • Delivery of service proposition and all propositions being available to Partners.
Partner • Develop self and team's capability and capacity to create career and succession strength • Recognise, celebrate, and reward individual and team success and lead democratic vitality • Ensure consistent approach when managing performance. • Establish and build effective relationships with stakeholders, gaining customer feedback to drive continuous improvement • Deliver and promote healthy and balanced food information so Partners act as ambassadors.	• Evidence of contributing to Team Development • Evidence of providing feedback and coaching the team • Evidence of relationships supporting performance • Leading through demonstrating consistently high performance.
Compliance & Risk Management • Ensure full compliance with JLP Catering policies and legislation • Ensure full compliance with Health and Safety Regulations • Carry out due diligence tasks and keep accurate due diligence checks and records	• Accurate record keeping evidenced • Evidence of continuous learning & Development • Food Safety Audit Score
Supporting Head Office Life • Play a supporting role in the development of holistic, coordinated support services across the campus seeking and giving advice from the facilities team as required. • Play a vital role in the recovery of the business in the case of service failure or other situation providing assistance where required to recover the campus.	• Work across organisational boundaries to improve services across the campus • Demonstrate willingness to support outside specific area of accountability in crisis

Skills	
Customer Centricity	Puts every customer, both internal and external, at the heart of everything, and understands the Partnership ambition to offer differentiated service that is aligned to our Values. Understands that they are empowered to deliver incredible service for every type of customer with whom they interact and acts on this every time in every environment.
Prioritisation	Plans and reviews workload regularly and is prepared to adapt to ever changing circumstances. Assesses workload realistically in terms of urgency and importance

	and is ready for "curve balls" and changes plans where necessary to ensure optimum achievement and deadlines are hit and stakeholder relationships are maintained.
Matrix Management	Works collaboratively to achieve the optimum and mutual agreement for a way forward for all parties. Resolves professional differences along the way through active listening and appropriate assertive communication to reach win-win outcome
Enterprise thinking	Breaks down silos and works with a one Partnership mindset, making links and connections across functions and divisions where necessary to drive efficiencies. Cuts through competing agendas to drive activity and outcomes.
Adaptability	Is flexible in approach to every customer, adapting their selling style to the customer, meeting varying needs from the more immediate ones, to serving deeper wishes. Is resilient when their selling approach does not meet customer needs and adapts to try another approach.

The six Assessment Criteria for Resourcing most relevant to this role are:

- Customer & Performance Focus
- Empowered Partner
- Planning & Delivering Excellence
- Collaborating & Supporting
- Unlocking Potential
- Communicating & Influencing

Qualifications & Experience

Essential

Level 2 Food Safety

Operational experience in PDRs, canteens or hospitality
Stakeholder management or senior influencing skills

Desirable

Food Safety Level 3

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V0.1	*Andy Smith*	*26/01/21*
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