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| | Last Updated: 10/09/2025 | | |
| Job Title | Kitchen Team Leader | | |
| Faculty/ Department | Campus Services Catering | Subsidiary | Operate Surrey Limited |
| Job Family | Operational Services | Job Level | 2A |
| Reports To | Kitchen / Pub Manager – JD Wetherspoons | Line Manages (role title(s)) | Kitchen Assistants |

Job Statement

Step into the heart of our kitchen and lead a dynamic team with energy, clarity, and hands-on support. As Kitchen Team leader, you will help set the standard by example motivating your kitchen assistants and supporting an environment where everyone thrives. From cooking alongside your team, solving day-to-day challenges, and ensuring smooth, safe operations, you'll keep the kitchen running like clockwork whilst on shift. All while driving memorable dining experiences and upholding brand excellence.

Key Responsibilities This is not designed to be a list of all tasks undertaken but the main responsibilities (5 to 8 maximum)

1. To support, lead and motivate Kitchen Assistants during shifts, delegating tasks effectively to maintain smooth workflow and achieve sales, profits and compliance targets.
2. To run shifts efficiently, organising daily kitchen activities to ensure food preparation, cooking and service are delivered on time and to standard, working unsupervised as required.
3. To prepare, cook, and serve food in accordance with company specifications, ensuring consistent quality and presentation.
4. To deliver friendly and efficient service, ensuring a positive experience for all customers at all times.
5. To support and train new team members on kitchen procedures, hygiene standards, and safe equipment use to maintain high operational standards.
6. To maintain a clean, safe, and legally compliant kitchen environment by following Wetherspoons SOPs, company policies and food hygiene, allergen and safety protocols.
7. To monitor kitchen supplies, report shortages, assist with restocking or ordering and ensuring ingredients are stored correctly to maintain freshness.

To address issues during service, such as equipment breakdowns, staff shortages or customer concerns and to communicate kitchen needs, shift performance and staff progress to management

N.B. The above list is not exhaustive.

Role Scope and Impact This is a summary of the post holder's role in delivering outcomes, making decisions, and the complexity of problem-solving involved in the role.

Accountability

1. Adhere to Wetherspoon's appearance standards.
2. Receive regular feedback from the management team and achieve any actions agreed on.
3. Deliver consistently high standards of cleanliness, quality, service, maintenance and atmosphere (CQsMA), proactively managing results which fall below expectations.
4. Ensure that the kitchen opening and closing procedures are adhered to.
5. Adopt a *stand back and look (SBAL)* approach to ensure that all areas are correctly presented throughout the day.
6. Prepare, cook, and present all food to company standards.
7. Achieve food delivery time targets at all times.
8. Respond to any customer feedback in a positive and helpful manner, seeking support, if required – reviewing all customer feedback with the management team and identifying/actioning any training needs.

Problem solving:

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| <ol style="list-style-type: none"> Demonstrate leadership qualities. Have the ability to manage time and prioritise tasks, to ensure that each shift runs smoothly and efficiently. Maintain office administration, in line with the Wetherspoon policies and general data protection regulations (GDPR) including use of duty manager log books, keys, safe and storage of paperwork. Have knowledge and use of systems within the business, including kitchen screen reporting system, property management systems and personnel systems. Assist in achieving all financial targets set for the pub by taking proactive steps to build sales and control costs. Work with the pub manager to: <ul style="list-style-type: none"> Forecast sales and associated costs Review and manage all aspects of the profit and loss account Maximise sales opportunities | | |
| <u>Supplementary Information</u> | | |
| N/A | | |
| Person Specification This section describes the knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role. | | |
| Qualifications and Professional Memberships | | |
| GCSE level (numeracy and literacy) or equivalent vocational qualifications, plus some relevant work experience Or A number of years' experience within a similar role. | | E |
| Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). Level 1: basic level of understanding/experience and can apply it with guidance. Level 2: good level of understanding/experience and can apply it with little or no guidance. Level 3: expert level of understanding/experience and can apply, develop it and guide others. | Essential/ Desirable | Level 1-3 |
| Basic IT and AV knowledge | E | 1 |
| Previous experience of working in a kitchen or pub environment | D | n/a |
| Special Requirements This may include a Disclosure and Barring Service (DBS) check, regular overseas travel, driving licence, shift work. | | Essential/ Desirable |
| To work a shift pattern, covering 5 out of 7 days. | | E |
| Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade. | | Level 1-3 |
| Communication | | 2 |
| Adaptability and Flexibility | | 1 |
| Customer, Client service and support | | 2 |
| Planning and Organising | | 2 |
| Continuous Improvement | | 1 |
| Problem Solving and Decision Making Skills | | 1 |
| Managing and Developing Performance | | 2 |
| Creative and Analytical Thinking | | N/A |
| Influencing, Persuasion and Negotiation Skills | | 2 |
| Strategic Thinking and Leadership | | 3 |

This Job Purpose outlines the core activities of the role. As the Department/Faculty and the post holder evolve, the duties and focus of the role may change. The University expects the post holder to adopt a flexible approach to work, including undertaking relevant training when necessary. If significant changes to the Job Purpose are required, the post holder will be consulted, and the changes will be reflected in a revised Job Purpose.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Contribute towards broader university initiatives that have a positive impact on student experience, recruitment and campus operations. This may include participation in cross-functional activities such as open days, confirmation and clearing, welcome week, graduation.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- All staff have a statutory responsibility to take reasonable care of themselves and others and to prevent harm by their acts or omissions. All staff are, therefore, required to adhere to the University's Our Safety Policy Statement and associated Procedures.

Organisational/Departmental Information & Key Relationships

Background Information

The Campus Services Catering department is a central service that forms part of the campus services directorate, with the Wetherspoons at Wates House forming part of that. The department runs the following outlets:

- Hillside Coffee Shop
- Hillside Food Court
- Wates House – Now Wetherspoons
- The Hideout
- Café Priestly Road
- Vet School Café
- Pitchside
- Stageside Coffee Shop
- The Hub in the Park – Surrey Research Park
- Co-op

All of these outlets cater for both staff and students and form a critical part of our wide catering offer.

The Campus Services directorate serves to provide a customer centred service to students to support their student journey at the University. We work closely across multiple other departments to ensure that students receive an excellent experience and feel a true sense of belonging at the University. The department fosters a strong culture of continuous improvement, with a strong expectation on departments to find ways to improve all the time.

Department Structure Chart

