

<b>Last Updated: 04/06/2026</b>			
<b>Job Title</b>	Lakeside Team Leader		
<b>Faculty/ Department</b>	Faculty of Arts and Social Science / School of Hospitality and Tourism Management	<b>Legal Entity</b>	University of Surrey
<b>Job Family</b>	Operational Services	<b>Job Level</b>	2a
<b>Reports To</b>	Lakeside Assistant Manager	<b>Line Manages (role title(s))</b>	Supervises Lakeside General Assistants

**Job Statement**

Working as part of the Lakeside Supervisory team, predominantly within the Lakeside Coffee Shop, with occasional requirements in the Restaurant and during events. The post contributes to a positive experience for customers, students, and key stakeholders of the University. Ensuring the smooth running and reputation of Lakeside, as a provider of first-class catering.

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

1. Team leader duties: Guiding and motivating general assistants to ensure all objectives and standards are achieved. Reporting any challenges to senior management.
2. Training: Identifying training needs amongst general assistants and supporting supervisor/assistant manager with training.
3. Cashier Duties: Dealing with various types of payment including cash and cards, operating the (IPOS) system and taking responsibility for cash under their control. Overseeing general assistants taking payments, reporting to supervisor/assistant manager in case of any challenges.
4. Customer service: Serving menu items at the counter/tables, preparing hot and cold beverages, taking orders at the counter/tables, offering additional items/services, and dealing with customer queries and issues. Overseeing consistency of prepared beverages and customer service given by general assistants.
5. Preparation of Service and Customer Areas: Ensuring sufficient supplies and replenishing stock as required, setting up of counters, bar, refrigerators, blackboards, tables, and service stations.
6. Cleanliness: Adhering to daily and periodic cleaning rotas to maintain a clean, healthy, and safe working environment in accordance with operational guidelines, with support of general assistants.

**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.

- 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.
- 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:
  - Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
  - Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

## **Supplementary Information**

### Planning and Organising

- The post holder is required to oversee the work of the General Assistants in the Lakeside Coffee Shop. The post-holder works to standard instructions and within clearly defined procedures. Tasks must be carried out according to strict department process and procedures, including the adherence of health and safety requirements.

### Problem Solving and Decision Making

- The post covers a range of well-defined routine daily tasks and food preparation activities which are governed by set procedures, guidelines and best practice. Due to the repetitive nature of these tasks, little instruction is required, although general instructions are provided by senior management. The post holder may at times be required to carry out a basic level of prioritisation of tasks, in response to the needs of the customers.
- The post holder is expected to deal with very frequent and similar situations and problems, which due to the limited solutions available, require only basic decision making for example making judgements on which tasks need completing first or how to solve a customer's issue. The post holder is expected to always ensure that customers receive the best possible service. The post holder is expected to answer simple queries from customers and to solve problems that arise from those queries as a matter of good customer service. The post holder is expected to clarify work instructions as necessary and to raise concerns or refer more complex issues/problems to a member of the Lakeside management team for resolution where appropriate.

### Continuous Improvement

- The post holder is expected to have a high level of customer service and to deal with customers confidently. They should develop their knowledge of the products offered and to utilise this knowledge to both up-sell the products and services provided by Lakeside and to improve the experience received by customers.

### Accountability

- The post holder has no budgetary responsibility. However, they have low level of supervisory responsibility as a first point of contact for general assistants, reporting any challenges or queries to the supervisor and assistant manager. This post holder will assist Lakeside management in providing training, guidance, and support to unitemps general assistants and students working within Lakeside as part of their undergraduate programme. The support provided to these students impacts upon their overall university experience.
- The post holder is expected to operate the Electronic Point of Sale (EPOS) system to process all payments, including credit/debit cards and cash and will take responsibility for the cash under their control. The post holder may be expected to open and close the Lakeside operations.

### Dimensions of the role

- The post holder is expected to comply with clear and established procedures and health and safety regulations regarding the use of any equipment and to comply with relevant food safety legislation/guidelines with regards to the safe preparation of food. Errors in judgement or failure to follow procedure could result in the contamination of food, the contraction of foodborne illnesses, damaged equipment or the personal safety of the post holder and their team being placed at risk.
- This post impacts across the Lakeside operations, as well as the wider faculty. Poor service quality may impact upon the smooth operation of facilities and their reputation.

**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.

<b>Qualifications and Professional Memberships</b>	
Vocational qualifications plus some relevant work experience. Or: Learning gained through work experience of several years. Will include short courses and other formal training.	E
Numerate and literature to GCSE standard or equivalent	E

<b>Technical Competencies (Experience and Knowledge)</b> 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.	<b>Essential/Desirable</b>	<b>Level 1-3</b>
Previous experience of working in a customer service environment.	E	2
Previous experience of working in a medium -high price range restaurant and/or barista coffee shop	D	n/a
Experience of working with an EPOS/IPOS system	D	n/a
Experience of working in a busy environment	D	n/a
<b>Special Requirements</b> This may include a Disclosure and Barring Service (DBS) check, regular overseas travel, driving licence, shift work.		<b>Essential/Desirable</b>
Ability to work flexible hours as part of a rota (including weekend and evenings)		E
Able and willing to complete training requirements as per job role and legislative requirements		E
<b>Core Competencies</b> 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.		<b>Level 1-3</b>
Communication		1
Adaptability and Flexibility		2
Customer, Client service and support		1
Planning and Organising		1
Continuous Improvement		1
Problem Solving and Decision Making Skills		1
Managing and Developing Performance		1
Creative and Analytical Thinking		1
Influencing, Persuasion and Negotiation Skills		N/A
Strategic Thinking and Leadership		N/A
<p>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.</p> <p><b>All staff are expected to:</b></p> <ul style="list-style-type: none"> <li>• Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.</li> <li>• Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.</li> <li>• Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.</li> <li>• 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.</li> <li>• Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.</li> <li>• Undertake such other duties within the scope of the post as may be requested by your Manager.</li> <li>• Work supportively with colleagues, operating in a collegiate manner at all times.</li> </ul> <p><b>Help maintain a safe working environment by:</b></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>		

## Organisational/Departmental Information & Key Relationships

### Background Information

As part of the School of Hospitality and Tourism Management, the Lakeside Restaurant, Lakeside Coffee Shop and Private Dining Room are unique operations, which are led by a team of professional staff, ably assisted (during semester time) by talented students studying on the Schools' BSc International Hospitality Management programme.

### Department Structure Chart

