POSITION DESCRIPTION
UNIT SUPERVISOR

REPORTS TO: Subway Manager

SUBORDINATE POSITIONS: Sandwich Artist

AWARD: UniCentre Services Agreement

SECTION: Subway

JOB SUMMARY

To assist the Manager in all aspects of the Subway operation including upholding company directed operational standards and procedures, staff training and development and ensuring compliance with food safety & WHS legislation.

CUSTOMER SERVICE:

1. Manage customer complaints quickly and efficiently.
2. Ensure the communication of all Subway promotions with the team

FINANCIAL CONTROL:

3. Assist the manager to Maximise the profitability of the store by increasing sales while decreasing or maintaining costs
4. Control waste, labour cost and cash throughout every shift.
5. Invoice entry and usage adjustments.

PEOPLE AND CULTURE:

6. Assist the manager in developing a successful team through effective training and management of employees.
7. Attend all meetings as directed by the Manager
8. To conduct shift briefings and reviews with the team daily
BUSINESS PROCESS AND INNOVATION:

9. Proficiency of all supervisory responsibilities within the store
10. Maintain all of the daily/weekly paperwork required by the company
11. Implement and enforce all policies and procedures established by the company
12. Maintain the quality, freshness and portion specifications of all products and compliance standards expected by the company.
13. Ensure compliance with all food safety guidelines throughout the shift.
14. Receive deliveries and ensure correct stock rotation as per QA guidelines.
15. Ensure the store cleaning and maintenance schedule is completed daily.

OTHER:

16. Any other responsibilities as directed by the Manager

WORK HEALTH AND SAFETY

17. Ensure polices and procedures are implemented as per the Workplace Health and Safety Injury Management System (WHSIMS).
18. Assist the manager to investigate workplace hazards and ensure corrective actions are implemented.
19. Ensure areas of responsibility comply with WHS legislation and injury management policies and procedures.
20. Assist the manager in providing a consultative process for communication of WHS information allowing employee input into WHS issues.
21. Assist the manager to ensure staff appropriately trained in WHS, standard work method statements and risk assessment.
22. Assist the manager in reviewing standard work method statements annually.
23. Provide advice and assistance on WHS issues within the unit and ensure workplace inspections are carried out as per schedule produced by the WHS Committee.
24. Monitor contractor performance within unit.
25. Report WHS achievements and activities as required.

Signed: ___________________________ Date: ________________
Employee

Signed: ___________________________ Date: ________________
Unit Manager
PERSON SPECIFICATION

1. Experience or exposure to a supervisory role preferably in a high volume food service operation.

2. Well developed interpersonal skills with effective management strategies to achieve desired outcomes.

3. A basic understanding of financial aspects of a food business and how you can influence the results.

4. Enjoy the challenges and rewards of working in a fast-paced food and beverage operation with a passion and flexibility to ‘get the job done’.

5. Possess excellent organisational, time management and communication skills.

6. Information technology skills and knowledge.

7. Hands on approach to leadership.

8. Well established and thorough understanding of food safety procedures.

9. An eye for detail in food, staff and unit presentation.

10. An understanding of WHS requirements and responsibilities in food service operation.