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| <b>Job Title</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Great Hall Supervisor | <b>Job Description Date</b> | March 2023       |
| <b>Department/Team</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Facilities/Catering   | <b>Reports to</b>           | Head of Catering |
| <b>Context</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                       |                             |                  |
| <p>Founded in 1682, the Royal Hospital Chelsea is a unique retirement community for around 300 Army veterans, known as the Chelsea Pensioners, drawn from every corner of the United Kingdom. Located in the heart of London, it is a remarkable place defined by community, service, and a proud military heritage.</p> <p>Working at the Royal Hospital Chelsea means being part of a close-knit, values-driven community where staff work collaboratively, support one another, and make a meaningful difference every day. We are looking for individuals who contribute to a welcoming and inclusive environment and lead by example with kindness, integrity, and professionalism. The RHC Way underpins how we work, guiding our behaviours and reflecting our commitment to caring for Chelsea Pensioners, colleagues, and the wider community, while striving for excellence and honouring our heritage. Built around Compassionate Approach, Community Spirit, and Courageous Engagement, it shapes how we treat others with dignity and respect, work together, and take responsibility with initiative and purpose in everything we do.</p>                                                                                                                                                             |                       |                             |                  |
| <b>Role Purpose:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                       |                             |                  |
| The Great Hall Supervisor is responsible for the smooth and efficient service of all meals to the In-Pensioners and Guests in the Great Hall.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                       |                             |                  |
| <b>Principal Accountabilities: 8-10 outcomes</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                       |                             |                  |
| <b>Principal Tasks</b> <ul style="list-style-type: none"> <li>• Ensure that the duty roster staffing is kept to the agreed level and the use of overtime and the booking of Agency Staff is authorised by the Head of Catering &amp; Hospitality.</li> <li>• To set standards and ensure that all legislation is adhered to in respect hygiene, health and safety and mandatory training within the Great Hall and Kitchen area</li> <li>• To ensure that the Great Hall and all associated catering china, crockery &amp; equipment is correctly prepared for all meals, fully cleaned after each meal and the highest of standards are maintained as required by the Royal Hospital Chelsea.</li> <li>• To be responsible for all HR issues for staff under his/her control in accordance with Royal Hospital Chelsea procedures.</li> <li>• To be responsible for training of all staff under his/her control in accordance with current legislation</li> <li>• To be responsible for accounting for catering equipment used in the Great Hall in accordance with Royal Hospital Chelsea procedure.</li> <li>• To ensure that required consumables are readily available.</li> <li>• To take responsibility for own Health &amp; Safety and for those affected by the post holder's acts or omissions</li> </ul> |                       |                             |                  |
| <b>Behavioral and Leadership expectations</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                       |                             |                  |
| You will demonstrate the RHC Way through the care, respect and integrity you bring to your work. You will treat Chelsea Pensioners, colleagues, visitors and the wider veteran community with dignity and                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                       |                             |                  |



kindness, work positively as part of a team, and take responsibility for delivering a high-quality service by showing initiative and finding practical solutions.

## **Skills Knowledge and Experience**

### **Essential Skills**

- Good communication skills
- Customer care focused.
- Able to comply with current legislation with regards to Food Hygiene,
- Team player
- Self motivated

### **Knowledge and Experience**

- Previous experience of supervising a team within a similar environment.
- Knowledge of COSHH.

### **Qualifications:**

- First Aid Qualification
- Food Hygiene qualifications to Intermediate Standard

Note: All RHC employees are expected to be flexible in undertaking the duties and responsibilities for their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.