



**Store and Stock Supervisor**  
**Full time, permanent**

ALEXANDRAPALACE, ALEXANDRAPALACEWAY, LONDON, N22 7AY • 02 08 36 5 2121  
• ALEXANDRAPALACE.COM  
ALEXANDRA PARK AND PALACE CHARITABLE TRUST IS A REGISTERED CHARITY • CH  
ARITY REGISTRATION NUMBER: 281991



## ABOUT ALEXANDRA PARK AND PALACE



Alexandra Park and Palace is a major event, heritage and cultural destination in north London.

We deliver great experiences for everyone, every day of the year, at major events. We are known for our diverse entertainment programme, our natural parkland and panoramic views of the city.

## ROLE DESCRIPTION

The **Store and Stock Supervisor** assists the Stock Controller in ensuring back of house catering operations are managed efficiently. The role also supports with the smooth running of all catering events and outlets.

Main duties include:

- Assisting with the build up and break down of temporary bars on events
- Monitoring stock deliveries and transfers
- Undertaking weekly audits
- Rotating stock



This is a permanent role working 37.5 hours per week, 5 days from 7.

The hourly rate is **£14.63**

## HOW TO APPLY

To apply please send your CV and a cover letter outlining how you meet the requirements of the role to [recruitment@alexandrapalace.com](mailto:recruitment@alexandrapalace.com).

Applications will be shortlisted on receipt. Please note that due to the volume of applications we are unable to provide feedback to those not shortlisted for interview

As this role requires post holders to sell alcohol, applicants must be 18 or over.

## OUR COMMITMENT TO EQUALITY AND DIVERSITY

We are committed to providing equality of opportunity and encourage job applications from people of all backgrounds. We strive to build a diverse and inclusive workforce that is representative of our community and helps us to deliver more for our visitors. We particularly encourage applications from candidates from ethnic minority backgrounds and candidates with disabilities.

<b>Job Title</b>	<b>Store and Stock Supervisor</b>	
<b>Department:</b>	Catering	
<b>Responsible To</b>	Stock Controller	
<b>Responsible For</b>	No direct reports but may be required to supervise casual and agency staff whilst on shift	
<b>Overall job purpose</b>	To support the Stock Controller in ensuring that the catering back of house operations are managed efficiently supporting the smooth running of all catering events and outlets	
<b>Key internal relationships</b>	Catering Managers & Supervisors House Team Head Chef Pub Management Café Management	
<b>Key duties and responsibilities</b>	<ol style="list-style-type: none"> <li>1. Provide Back of House catering support for events, reporting to the Catering Event Manager for single day events and the Stock Controller for longer events. Assist with the building and breaking down of temporary bars for events.</li> <li>2. Monitor deliveries and transfers ensuring that incoming goods are checked for accuracy and are logged on the stock control system</li> <li>3. Monitor back of house equipment i.e. coffee machines, tableware and linens, ensuring that sufficient stock is available for event operations. Conduct stocktakes of stores and table top and present monthly findings.</li> <li>4. Undertake weekly audits as set by the Stock Controller and investigate any discrepancies</li> <li>5. Rotate food and beverage stock on a first in first out basis maintaining clean, tidy and well organised storage areas</li> <li>6. Proactively communicate with internal departments and caterers to anticipate transfer requests and highlight any known equipment or stock issues to the Stock Controller</li> <li>7. Monitor stockholding levels per outlet to minimize over/under stocking issues</li> <li>8. Liaise with external suppliers to order products as an when required under the direction of the Stock Controller and deputise for the Stock Controller in their absence</li> </ol>	<p>20%</p> <p>20%</p> <p>15%</p> <p>10%</p> <p>10%</p> <p>10%</p> <p>10%</p> <p>5%</p>

<b>Person Specification</b>	<u>Essential</u>	<u>Desirable</u>
	<p><b>Education / Qualifications / Memberships</b></p> <p>Educated to GCSE level or equivalent with level 4 / Grade C or above in English and Maths</p> <p>To be able to speak English to a level that enables you to complete your job effectively</p> <p><b>Experience</b></p> <p>Experience of organising and completing stock movements / transfers</p> <p>Experience of supervising a team</p> <p><b>Skills and Knowledge</b></p> <p>Able to work unsupervised</p> <p>Strong written and verbal communication skills</p> <p>Attention to detail</p> <p>Available to work a flexible shift pattern including some evenings, weekends and bank holidays depending on operations</p> <p>Team player with a willingness to be flexible and support catering colleagues as and when required</p> <p>Trustworthy and reliable</p>	<p>Forklift License</p> <p>Food Handling Level 2</p> <p>Manual Handling Certificate</p> <p>Cellar management knowledge</p> <p>Experience of working within a hospitality venue</p> <p>Food and Beverage product knowledge</p> <p>Health and Safety Awareness</p>

## **DIMENSIONS**

### **Financial responsibilities**

Cash handling

### **People management responsibilities**

n/a

## **GENERAL OBLIGATIONS**

### **i. Health and Safety**

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

### **ii. Equality and Diversity**

Alexandra Palace is committed to the fair treatment of all our staff. We are committed to

giving equal access to recruitment and selection, promotion and career development, training, pay and benefits.

We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team

iii. **Safeguarding**

Demonstrate commitment to safeguarding of children, young people, and adults at risk.

iv. **GDPR**

To handle personal data in accordance with the organisation’s data protection policy and to record all processing activities in the organisation’s data register where appropriate.

v. **Sustainability**

We are committed to a Sustainability strategy and policy, working towards finding new, innovative, and economical ways to stay green.

**CUSTOMER SERVICE STANDARDS**

<p><b>We Value You</b></p> <p>"warm, friendly and genuine" "engaging and connected"</p> 	<p><b>We Own It</b></p> <p>"respectful and helpful" "responsive and proactive"</p> 
<p>"professional and competent" "consistent and unified"</p> 	<p>"clear and transparent" "accountable and solution focussed"</p> 
<p><b>Team Ally Pally</b></p>	<p><b>We Sort It</b></p>

**VALUES AND BEHAVIOURS**

1. We are Collaborative
2. We are Bold
3. We are Open and Genuine
4. We are Passionate and Fun
5. We are Resourceful

**The Core Competency Framework**

Each competency has an overall description. It is then broken down by level into “We will” and “We won’t” indicators. This role is a level I (of 4) and therefore should be demonstrating behaviours at level I.

**1. We are COLLABORATIVE**

“We work as one team, sharing ideas, knowledge and insight to achieve our common purpose”

	<b>We Will</b>	<b>We Won't</b>
<b>Level 1</b>	<ul style="list-style-type: none"> <li>• Work together collaboratively- acting as one team</li> <li>• Communicate with colleagues and other teams - building relationships, sharing information and reducing silos</li> <li>• Attend and actively participate in team meetings</li> <li>• Look for frequent opportunities to socially interact across the organisation</li> <li>• Ask for help more often</li> <li>• Pro-actively offer help if a team member is struggling</li> </ul>	<ul style="list-style-type: none"> <li>• Wait to be asked for help or leave people to struggle</li> <li>• Work in silos</li> <li>• Make decisions without consulting each other</li> <li>• Withhold information from others</li> <li>• Be silent and uncommunicative</li> <li>• Hold back because of lack of time or interest</li> <li>• Ignore the phone or customers</li> <li>• Act divisively</li> </ul>

**2. We are BOLD**

“We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things”

	<b>We Will</b>	<b>We Won't</b>
<b>Level 1</b>	<ul style="list-style-type: none"> <li>• Bring creative ideas to work, share them with others and influence to make them happen</li> <li>• Be adaptable and open minded - listen to new ideas and try new things</li> <li>• Demonstrate a passion for learning put self forward to be trained and to train others</li> <li>• Be more vigilant in spotting the things which could be better</li> <li>• Admit when a mistake has been made or could have been done better</li> <li>• Welcome change as a way to learn and grow</li> </ul>	<ul style="list-style-type: none"> <li>• Resist change and new ways of doing things</li> <li>• Be afraid to try new things</li> <li>• Be defensive when constructive criticism is offered</li> <li>• Make the same mistakes</li> <li>• Hold back ideas</li> <li>• Blame others if new things go wrong</li> <li>• Dismiss or shut down ideas without suggesting alternatives or looking at ways to make it work</li> <li>• See setbacks as failure</li> </ul>

**3. We are OPEN AND GENUINE**

“We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values.”

	<b>We Will</b>	<b>We Won't</b>
<b>Level 1</b>	<ul style="list-style-type: none"> <li>• Treat people with respect, irrespective of their opinions, beliefs or background</li> <li>• Demonstrate good manners with everyone</li> <li>• Listen to others and value their opinions</li> <li>• Take time to get to know other individuals and teams, who they are, what they do and how we can help</li> <li>• Discuss things in person and not rely on email</li> <li>• Be more culturally aware and understanding of difference</li> <li>• Work sensitively and collaboratively with all</li> <li>• Meet commitments and keep promises - follow up on enquiries or requests for information promised</li> <li>• Confront difficult situations</li> </ul>	<ul style="list-style-type: none"> <li>• Disrespect colleagues or customers</li> <li>• Single out, exclude or discriminate against people because they are different to me or for any other reason</li> <li>• Dismiss the views of others because their opinion and perspective is different to ours</li> <li>• Criticise colleagues in front of others or the public</li> <li>• Take sides when hearing different opinions</li> <li>• Bring personal problems into work on a regular basis</li> <li>• Talk or gossip about others</li> <li>• Talk the organisation down inside or out</li> <li>• Fail to deliver on what we have promised</li> </ul>

**4. We are PASSIONATE & FUN**

“Our job is to put smiles on people’s faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment”

	<b>We Will</b>	<b>We Won't</b>
<b>Level I</b>	<ul style="list-style-type: none"> <li>• Demonstrate enthusiasm and excitement in the delivery of our roles</li> <li>• Express passion, energy and fun with colleagues and customers</li> <li>• Focus on quality – completing work on time and accurately</li> <li>• Take visible pride in our work every day</li> <li>• Be self- motivated and stay positive even when sometimes it is hard to do so</li> <li>• Deliver the best experience for our customers</li> <li>• Look for opportunities to bring fun to work</li> </ul>	<ul style="list-style-type: none"> <li>• Create a negative atmosphere</li> <li>• Demonstrate a can't do attitude</li> <li>• Allow the negativity of others to affect me</li> <li>• Take things to heart</li> <li>• Take a careless attitude to the quality of our work</li> <li>• Say “I don't know” – I will go and find out</li> <li>• Say “It's NOT my job”</li> </ul>

**5. We are RESOURCEFUL**

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties”

	<b>We Will</b>	<b>We Won't</b>
<b>Level I</b>	<ul style="list-style-type: none"> <li>• Be determined to deliver making best use of the resources we have</li> <li>• Say yes more often and then work out how to do it with what we have</li> <li>• Use initiative to solve problems – seeing every problem as a challenge and an opportunity to grow</li> <li>• Minimise wastage and recycle more</li> <li>• Look after resources as if they are personal belonging s- keeping them tidy and maintained</li> <li>• Make suggestions on how to make things more efficient or reduce cost</li> <li>• Take accountability and show a “can-do” attitude</li> </ul>	<ul style="list-style-type: none"> <li>• Bring problems without thinking of possible solutions or suggestions</li> <li>• Abandon problems hoping someone else will solve them</li> <li>• Say “Yes” if I know I can't do something</li> <li>• Use budget as an excuse not to do things</li> <li>• Be wasteful of time, resources, energy and equipment</li> </ul>