



Job Description

Post: Catering Manager **Grade:** 10

Centre: London Wetland Centre **Directorate:** Trading

Reporting to: General Manager, London, with dotted line to Managing Director (Trading)

Main function of the post: To deliver and strategically develop a high quality and profitable catering operation at the London Wetland Centre which enhances the visitor experience; including development and marketing of the centre's events business (private and corporate hire)

Supervisory Responsibility: Management of the kitchen, café front of house and events teams

Hours worked: 37.5 hours per week. Hours to be flexible according to requirement; weekend and evening working is essential

Main duties of the post:

1. To lead and manage the catering team consisting of front of house, kitchen and events teams:
 - To positively and proactively lead the team, setting and promoting high standards of service, conduct and professionalism
 - To put in place training and development of staff to ensure required standards are met and tasks can be delegated
 - To adhere to the Trust's HR policies and guidelines in managing and recruiting staff
 - To oversee production of the staff rota's for the FOH, kitchen and events team and to ensure staffing levels accurately reflect the business needs and do not exceed agreed monthly budgets
 - To set objectives and monitor performance of the Head Chef, Events Manager and Café Supervisor including undertaking monthly 1-2-1s, annual appraisals and regular team update meetings
 - To ensure excellent communication throughout the catering team and with the other departments in the centre
 - To conduct yourself in a professional manner at all times in the workplace and to reflect the organization's culture and values
2. To deliver budgeted profit for catering and events at the London Wetland Centre by:
 - Meeting or exceeding budgeted sales for the cafe and events operations
 - Achieving agreed Gross Profit margins and delivering budgeted cost controls on food, staff and other overheads
 - Identifying sales opportunities and maximising profit yield on events (room hire and catering sales)

- Maximizing cafe sales by making best use of point of sale and counter areas with regular review and rotation of products
3. Maintain and develop the quality proposition of the catering operation to enhance the visitor experience by:
 - Maintaining a consistently high quality and range of food appropriate to the customer's needs
 - Ensuring high standards of presentation and service hygiene in the café and associated areas
 - Ensuring excellent customer service across all areas of the catering department, paying particular attention to café customers and events clients
 - Implementing appropriate telephone and email response systems
 - Monitoring and responding to customer expectations, comments and demand
 4. Responsible for ensuring full compliance with Food Hygiene and H&S legislation, including:
 - Ensuring all catering staff are trained to required standards
 - Food temperature safety checks are carried out and accurate records are kept
 - Food is displayed according to current food legislation standards
 - Equipment is fully compliant with legislation and maintenance records are kept
 - Café and kitchen cleaning schedules are adhered to and accurate records kept
 - Ensuring the dept holds the requisite food/liquor/civil wedding ceremony licenses
 5. In conjunction with the General Manager, to strategically develop the catering offer by:
 - Reviewing and developing the cafe and events menus to ensure a quality, appealing offer that delivers agreed profit margins
 - Marketing the events offer (private and corporate hire) to appropriate markets
 - Reviewing and updating associated suppliers
 - Identifying and developing additional profitable business opportunities which are in keeping with the environmental ethic of the centre
 6. To be responsible for the development of events sales at the centre by:
 - Setting targets and achievable goals for the events sales team
 - Motivating the events team to beat targets
 - Maintaining and developing the quality and style of events
 - Developing events processes and protocols for the dept and centre as a whole
 7. To be responsible for all financial aspects of the department including:
 - Invoicing, security, cash handling and banking in the café and catering areas in accordance with WWT procedures
 - Submitting financial and accounting information to WWT HQ on a weekly and monthly basis as required
 - Security of all deliveries and stocks
 - Security of catering premises

8. To support WWT Trading in implementing the new EPOS system in the café, ensuring a smooth transition with minimum impact on the centre operations and café customers
9. To be an integral member of the centre management team to ensure the success of the London Wetland Centre as a wetland visitor attraction
10. To act as Duty Manager for the London Wetland Centre as required by the management rota

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date raised: August 2008

Date Amended: July 2011

Person Specification

1. Qualifications

Essential:

- HND Catering Qualification or equivalent
- Educated to A level standard or equivalent, preferably including maths and English
- Intermediate Food Hygiene diploma

Desirable:

- Advanced Food Hygiene diploma
- City and Guilds 706/1 & 2
- Wine knowledge qualification
- First aid qualification
- Personal license holder

2. Experience

Essential:

- Management of a high volume, high quality customer focused restaurant/cafe and catering operation
- Demonstrable experience of managing and training a team to achieve positive results
- Proven budgetary management of margins and overheads, particularly staffing overheads in a profit led environment
- Sales experience, both in a customer facing environment and in a sales environment
- Menu planning and food presentation
- Front of house presentation and customer service
- Managing and running corporate and private functions

Desirable:

- Fresh food service and presentation
- Wine service
- Silver service

3. Managerial & Supervisory

Essential:

- Ability to recruit, manage, train and appraise staff
- Ability to determine priorities and set tasks
- Ability to motivate and positively lead a team to achieve objectives and monitor performance against targets
- Promotes team work within workplace and leads by example

Type of staff	Number managed or supervised
Permanent Staff	15
Supervised / Managed	3
Volunteers / Casual Workers	10+

Desirable:

- Target driven with an eye for detail and achieving quality standards

- Teambuilding skills

4. Responsibility

Essential:

- Has increased revenue and profitability in previous posts
- Food Hygiene systems management
- Catering H&S systems management
- Cash systems management

Levels of financial responsibility

Type of Responsibility	Level (£'s)
Expenditure (exc payroll)	£552,750
Cash Handling	£915,000 p/a
Assets (required for job, exc buildings)	Computer; telephone; WWT uniform, centre department keys; kitchen materials
Visitors (per annum)	225,000

5. Creative Ability

Essential:

- Ability to set quality standards
- Ability to develop new products and packages
- Ability to recognize the needs of different customers and tailor offer accordingly
- Attention to detail

Desirable:

- Ability to identify and develop new audiences

6. Contact

Essential:

- Ability to communicate to a high standard verbally and in writing with a wide range of internal and external audiences
- Ability to influence and make a persuasive case to other parties both internally and externally

Personal Qualities

Essential:

- Team player
- Motivator who leads by example
- Flexible and adaptable with a willingness to find solutions to problems
- Positive and open management style
- Enthusiastic and motivated by achieving or exceeding targets
- Passionate about their work and that of the team
- Committed to going the "extra mile" with a 'can do' attitude

This is a full-time position, which will require work during some evenings, weekends and public holidays to meet the needs of the post.