

Team Leader & Cook

Directorate: Operations

Reporting to: Catering Manager

What we need you to do: Play an integral supporting role in creating and developing an inspirational catering environment that contributes to an excellent visitor experience. Contribute to the delivery of agreed targets, and help generate profits that support the conservation work of WWT.

Location: WWT Washington Wetland Centre

Grade: 5

We shape unforgettable experiences

- Shape the visitor experience by generating a warm and welcoming catering environment which is inspirational and vibrant and represents the WWT brand.
- Create and present WWT's catering product range to a consistently high standard, identifying and responding to changing visitor requirements and feedback.
- Ensure that all our visitors experience high standards of customer care and enjoy a positive experience within the catering environment.

We are resourceful pioneers

- Develop and maintain techniques to pro-actively promote and maximise sales opportunities, adapting to seasonal changes and changes in visitor buying behaviours.
- Optimise financial performance by review and management of KPI's taking the appropriate action to increase profit, reduce waste and deploy resources effectively.

We work together for a positive future

- Implement the appropriate standards, procedures and best practice as defined by the Head of Catering.

- Maximise every team member's contribution to ensure delivery of personal, department and Trust objectives by giving the appropriate levels of direction and support through training, team meetings and individual discussions.
- Actively engage with WWT's internal communication channels keeping themselves informed and up to date with the progress that WWT is making and the work that we undertake to save wetlands for wildlife and people.
- Lead, coach and engage team members to adapt to continuous change and the implementation of new initiatives.

We do conservation

Reduce waste by accurately managing stock in line with WWT systems and procedures, ensuring that all waste is disposed of responsibly in line with WWT recycling policies.

- Meet procurement targets relating to sustainability.

In addition:

- Operate catering areas that fully adhere to and comply with Industry Food Hygiene standards.

Work Pattern: 37.5 hours per week to be worked on a rota basis to include weekends and bank holidays, and occasional evening work in line with business requirements

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 Created: November 2018

Person specification

1. Qualifications

Essential:

- Educated to a minimum of GCSE standard (Grades A-C) or equivalent
- Food Hygiene Level 2

Desirable:

- Food Hygiene Level 3
- Recognised Health and Safety Qualification
- Industry recognised Qualification in Catering (NVQ/HND/City and Guilds)
- Personal License Holder

2. Experience

Essential:

- Solid experience in a relevant catering environment to include preparing food and serving customers
- Proven track record in delivering or exceeding departmental targets
- Exceptional standards in Customer Care
- Previous experience of operating a Food Safety Management System (FSMS)

Desirable:

3. Managerial and supervisory

Essential:

- Ability to organise and lead the catering team under guidance from the Catering Manager

Desirable:

- Experience of training and development within the food industry

Your team	Number managed	Number supervised
Permanent Team	0	2
Casual Workers	0	5
Volunteers	0	1

4. Responsibility

Essential:

- Experience of adhering to legislation eg:-
 - Data Protection
 - FSMS
 - Health and Safety
- Demonstrable ability to supervise the team during the Catering Manager's days off and holidays
- Experience of assisting with daily cashing up procedures
- Demonstrable experience in preparing food for service

Levels of responsibility:

Your responsibilities	Level (£'s)
Expenditure (exc. payroll)	£0
Cash Handling	£1500
Assets (required for job, exc. buildings)	-
Visitors (per annum)	70,000

5. Creative Ability

Essential:

- Ability to produce and present food to the highest standards
- Proven experience in problem solving

Desirable:

- Ability to think outside of the 'pond' and committed to going the extra mile

6. Contact

Essential:

- Ability to maintain regular and routine contact with other departments and visitors
- Ability to maintain contact with external suppliers, ensuring standards are delivered by suppliers and contractors
- Ability to work positively with HQ Catering and HQ Finance on a regular basis