



Catering Supervisor

Grade: 4

Location: Castle Espie

Directorate: Operations

Reporting to: Catering Manager

What we need you to do: Assist in the creation, development and management of an inspirational catering environment that provides an excellent visitor experience. Consistently deliver and meet or exceed against agreed targets, and help generate profits that support the conservation work of WWT.

Supervisory Responsibilities: Catering Assistants

Main duties of the post

1. Responsible for the smooth running of the front of house service, to include monitoring and maintaining standards set by the Catering Manager.
2. Responsible for staff presentation and all aspects of service in the front of house area.
3. Assist in the control and storage of stock and to manage stock levels according to regulations and procedures.
4. Assist with stock takes on a monthly basis and the administration of delivery notes, and associated invoices.
5. Assist with planning and delivering exceptional customer service for special events and functions.
6. Ensure that visitor care is to the highest possible standard and that WWT's customer service standards are adhered to within the catering team.
7. Comply with all current Health & Safety and Food Hygiene regulations and to ensure the health, safety and enjoyment of visitors whilst using our food service facilities.
8. Assist with all aspects of cleaning of the FOH, equipment and other food service areas, ensuring that all checklists are completed.
9. Assist in the development and training of all FOH staff and induction of new staff.

10. Increase skill levels and develop the overall performance of the team including the development of your own skills.

11. Prepare food and assist in the kitchen as required.

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: November 2019

Date Amended: February 2020

Person specification

1. Qualifications

Essential:

- Educated to a minimum of GCSE Standard (Grade A-C) standard or equivalent
- Basic Food Hygiene Certificate

Desirable:

- Industry recognised Qualification in Catering (HND/City and Guilds)

2. Experience

Essential:

- Experience in a relevant catering environment
- Proven track record in delivering or exceeding departmental targets
- Exceptional standards in Customer Care
- Previous experience of a Food Safety Management System (FSMS)

Desirable:

- Experience of team management, training and development
- Experience of working in a high volume, high quality operation

3. Managerial and supervisory

Essential:

- Ability to determine priorities and set tasks
- Confidently able to train, motivate and engage your team (including volunteers)

Your team	Number managed	Number supervised
Permanent Team	0	3
Casual Workers	0	Up to 15
Volunteers	0	0

4. Responsibility

Essential:

- Ability to ensure the smooth running of the front of house service

- Proven ability in managing Customer Feedback
- Comply with all current Health & Safety and Food Hygiene regulations

Levels of responsibility:

Your responsibilities	Level (£'s)
Expenditure (exc. payroll)	£0
Cash Handling	£3,000
Assets (required for job, exc. buildings)	£0
Visitors (per annum)	65,000

5. Creative Ability

Essential:

- Ability to plan for and adapt to seasonal trade/campaigns and promotions
- Proven experience in problem solving

Desirable:

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

6. Contact

Essential:

- Contact mainly within department but also with other departments and outside bodies/public on routine matters