WWT Wetlands for life

Job Description

Catering Manager

Directorate: Operations **Reporting to**: General Manager

What we need you to do: Create, develop and manage an inspirational catering environment that provides an excellent visitor experience, overseeing a café, two kiosks, and functions. Consistently deliver and meet or exceed against agreed targets, and help generate profits that support the conservation work of WWT.

Location: London Wetland Centre **Grade**: 10

We shape unforgettable experiences

- Shape the visitor experience by generating a warm and welcoming catering environment which is inspirational, vibrant and represents the WWT brand.
- Develop 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.
- Provide exceptional catering and staffing for London Wetland Centre's function business (weddings, corporates and private events).

We are resourceful pioneers

- Develop ideas 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.
- Ensure all aspects of food safety management are understood and rigorously adhered to

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.
- Ensure that all team members 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.
- Undertake duty manager responsibilities, supporting all departments to ensure the centre operates efficiently and to a high standard at all times

We do conservation

- Ensure all catering team members are aware of and have a basic understanding of the centre's key features and conservation highlights and share such information with visitors where and when appropriate.
- 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, bank holidays and evening work in line with business requirements (to include Duty Manager shifts).

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 2021

Person specification

1. Qualifications

Essential:

- Educated to a minimum of A-Level standard or equivalent
- Food Hygiene Level 3

Desirable:

- Food Hygiene Level 4
- Recognised Health and Safety Qualification
- Industry recognized Qualification in Catering (HND/City and Guilds)
- Management Training Qualification
- Personal License Holder

2. Experience

Essential:

- Experience in a catering management role
- Experience of team management, training and development
- Previous experience in managing budgets and financial controls
- Proven ability in managing cost margins and overheads
- Proven track record in delivering or exceeding departmental targets
- Exceptional standards in Customer Care
- Experience in menu planning/food preparation across a wide range of catering operations
- Experience of implementing/managing a FSMS
- Experience of working in a high volume, high quality operation
- Previous experience of supporting/managing strategic change

3. Managerial and supervisory

Essential:

- Experience in managing the life cycle of a team member to include:-
    - Recruitment
    - Appraisals
    - Performance Management
    - Allocation of resource (permanent/casual staff and volunteers)
    - Submission of information to Payroll function
- 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	4	6
Casual Workers	0	10
Volunteers	0	5

4. Responsibility

Essential:

- Experience of adhering to legislation eg:-
    - Data Protection
    - FSMS
    - Personal Licensing
    - Health and Safety
- Proven ability in managing Customer Feedback

Levels of responsibility:

Your responsibilities	Level (£'s)
Expenditure (exc. payroll)	£260,000
Cash Handling	£10,000
Assets (required for job, exc. buildings)	-
Visitors (per annum)	c185,000

5. Creative Ability

Essential:

- Ability to plan for and adapt to seasonal trade/campaigns and promotions
- Proven experience in problem solving
- Ability to think outside of the 'pond' and committed to going the extra mile

6. Contact

Essential:

- Regular and routine contact with other departments and visitors
- Contact with external suppliers, ensuring standards are delivered by suppliers and contractors
- Working positively with HQ Catering and HQ Finance on a regular basis