



## Job Description

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### Catering Supervisor

**Grade:** 6

**Directorate:** Operations

**Reporting to:** Catering Services Manager

**What we need you to do:** Create, develop and supervise 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.

**Location:** Slimbridge Wetland Centre

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### 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.
- Provide 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. Support other members of the catering team to deliver agreed KPI's

### We work together for a positive future

- Implement the appropriate standards, procedures and best practice as expected from WWT

- 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 opportunities to improve your own customer service and selling skills and those of the catering team are maximised.
- 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.

## 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.
- Help 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.

## In addition:

- Operate and in Catering Service Managers absence manage the catering front of house areas that fully adhere to and comply with all legislative standards, in particular Industry Food Hygiene standards.
- Ensure compliance with financial controls and procedures across all catering operations

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.

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**Date Created:** March 2022

## 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 recognised Qualification in Catering (HND/City and Guilds)
- Industry recognised Customer Service Qualification
- Supervisory/Management Training Qualification Personal License Holder

### 2. Experience

***Essential:***

- Experience in a relevant trading/commercial environment
- Experience of team supervision, training and development
- Proven track record in delivering or exceeding departmental targets
- Experience in delivering exceptional standards in Customer Care
- Previous experience of a Food Safety Management System (FSMS)

***Desirable:***

- Experience in menu planning/food preparation across a wide range of catering operations
- 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)
- Experience in managing the life cycle of a team member to include:-
  - Recruitment
  - Appraisals
  - Performance Management
  - Allocation of resource (permanent/casual staff and volunteers)

Your team	Number managed	Number supervised
Permanent Team		Up to 3
Casual Workers		Up to 8
Volunteers		Up to 8

#### 4. Responsibility

**Essential:**

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

**Levels of responsibility:**

Your responsibilities	Level (£'s)
Expenditure (exc. payroll)	N/A
Cash Handling	£990,000 catering turn over for the site
Assets (required for job, exc. buildings)	NA

Visitors (per annum)	280,000
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## 5. Creative Ability

### ***Essential:***

- Ability to plan for and adapt to seasonal trade/campaigns and promotions
- Proven experience in problem solving
- Willingness to recommend and help source relevant products to enhance the offer within the trading departments

### ***Desirable:***

- 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
- Ability to engage with visitors in an engaging manner, creating a great visitor experience
- Contact with external suppliers, ensuring standards are delivered by suppliers and contractors
- Working positively with central teams including Commercial, Catering & Finance on an adhoc basis