



## Job Description

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### Trading Supervisor (Catering)

**Grade:** 5

**Directorate:** Operations

**Location:** WWT Washington Wetland Centre

**Reporting to:** Kitchen Manager

**What we need you to do:** To support the kitchen and trading managers to deliver an inspirational catering environment that consistently delivers a high standard of food that contributes to an excellent visitor experience. You will support the day-to-day kitchen operation, taking responsibility for the food that leaves our kitchen and seasonal ice cream van, cooking our seasonal menus and ensuring everyone in the team adheres to stock management protocols, safety regulations and food safety management system. You will also support the trading manager in the retail, admissions and membership functions of the site and in ensuring a dynamic, supportive and professional team culture across all trading functions.

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### Responsibilities of the post

1. To provide leadership to all staff within the catering team enabling every team member's contribution to be maximised by ensuring that the appropriate levels of direction and support are provided through professional guidance and monitoring in line with WWT's frameworks.
  - To positively lead the team in promoting agreed high standards of service, conduct and professionalism.
  - To assist with training and development of staff to ensure required standards are met and tasks can be delegated.
  - Consistently monitor standards.
  - To contribute to excellent communication throughout the catering team and with the other departments in the centre.
  - Uphold the ethos and mission of WWT at all times
2. To ensure that a consistently high standard of food is available within the Waterside Cafe and ice cream van throughout the day, adapting quickly to changes in customer flow and responding to changing visitor requirements and feedback.

3. Responsible for assisting the Kitchen Manager in 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 kept.
  - Food is displayed according to current food legislation and maintenance records are kept.
  - Kitchen cleaning schedules are adhered to accurate records kept.
  - Issues discovered during daily checks are remedied as soon as possible and escalated where support is needed to resolve
4. To work as required across the retail, admissions and membership function of the site as necessary, including covering for manager absences on an ad hoc basis and to meet day to day demands across the trading department.
5. Optimise financial performance to increase profitability by adhering to agreed costings and reduce waste by appropriate stock ordering, accurately managing portion control and stock in line with WWT systems and procedures, ensuring that all waste is disposed of responsibly in line with WWT recycling policies.
6. To ensure that all dishes produced adhere to agreed allergen profiles and that any changes to ingredients are accurately recorded.
7. To ensure the health, safety and wellbeing of everyone in your team is an integral part of how they work, creating a safe environment for staff, volunteers and visitors by implementing WWT's health and safety policies and guidelines
8. Adhere fully to WWT's financial procedures including cash handling policy
9. To be responsible for ensuring that the team engage with the WWT Sustainability Statement being aware of negative environmental impacts and incorporating sustainable ways of working within the team.
10. To ensure that your team engage and interact with our visitors and supporters in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands.

**In addition:**

- Operate admissions, retail and catering 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 trading 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:** July 2024

# Person specification

## 1. Qualifications

### **Essential:**

- Educated to a minimum of GCSE level A-C standard (minimum of 2 including English) or equivalent
- Food Hygiene Level 3 or above

### **Desirable:**

- Recognised Health and Safety Qualification
- Industry recognized Qualification in Catering (HND/City and Guilds)
- Industry recognized Customer Service Qualification
- Supervisory/Management Training Qualification

## 2. Experience

### **Essential:**

- Experience in a relevant trading/commercial environment
- Proven track record of working with and adhering to a Food Safety Management System
- Experience of team supervision, playing an active role in ensuring a healthy, professional and effective team
- Proven track record in delivering or exceeding departmental targets
- Experience in delivering exceptional standards in Customer Care

### **Desirable:**

- Experience in managing admissions and membership recruitment
- Previous experience of Safety Management Systems

## 3. Managerial and supervisory

### **Essential:**

- Ability to determine priorities and set tasks
- Confidently able to train, motivate and engage your team (including volunteers) in accordance with agreed systems of work and culture
- Experience in supervising team members to include:-
  - Setting daily priorities/tasks
  - Monitoring individual and team performance and providing instruction/guidance
  - Allocation of resource (permanent/casual staff and volunteers)

Your team	Number managed	Number supervised
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Permanent Team		1
Casual Workers		6
Volunteers		2

## 4. Responsibility

### **Essential:**

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

### **Levels of responsibility:**

Your responsibilities	Level (£'s)
Expenditure (exc. payroll)	£0
Cash Handling	£ 2500 (Maximum daily income)
Assets (required for job, exc. buildings)	£30,000
Visitors (per annum)	£66,000

## 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
- Contact with external suppliers
- Working positively with HQ Commercial, HQ Catering, HQ Retail and HQ Finance on an ad hoc basis