

---

### Trading Supervisor

**Grade:** 5

**Directorate:** Operations

**Location:** Arundel Wetland Centre

**Reporting to:** Catering Manager

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

---

#### 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

- Work with your Manager to develop and maintain techniques to pro-actively promote and maximise sales opportunities, adapting to seasonal changes and changes in visitor buying behaviours.
- Assist your manager to 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.
- 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.
- Meet procurement targets relating to sustainability.

## In addition:

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

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:** June 2023

**Date amended:** September 2025

# Person specification

## 1. Qualifications

### ***Essential:***

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

### ***Desirable:***

- Food Hygiene Level 3
- 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 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
- Previous experience in managing budgets and financial controls
- Proven ability in managing cost margins and overheads
- Experience in 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)

***Desirable:***

- 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

| Your team      | Number managed  | Number supervised |
|----------------|-----------------|-------------------|
| Permanent Team | 0               | 1                 |
| Casual Workers | 5               | 5                 |
| Volunteers     | 2 (to increase) | 2                 |

## 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)                | £ -         |
| Cash Handling                             | £1000       |
| Assets (required for job, exc. buildings) | -           |
| Visitors (per annum)                      | 200000      |

## 5. Creative Ability

**Essential:**

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

**Desireable:**

- 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