

Catering supervisor

Job description and specification

Marwell Wildlife is dedicated to the conservation of wildlife and other natural resources.

As a charity, we are action oriented and at the forefront of conservation work around the world, working in partnership with communities, statutory agencies and other non-governmental organisations.

We engage with over 35,000 children and young people through our conservation educational programmes, and welcome over 500,000 visitors each year to our 140 acre zoological park. In every contact we seek to encourage understanding, and inspire care for the natural world.

Role Profile part one – Role Requirements (Job Description)

Job Title:	Catering Supervisor
Grade/Salary:	£7.35 per hour
Hours:	30 hours per week, 5 days from 7, inclusive of weekends
Location:	Marwell Wildlife
Reports to:	Catering Manager / Assistant Catering Manager
Management:	Catering Assistants
Role Purpose and Role Dimensions	<ul style="list-style-type: none"> • Motivation and development of the catering assistants. • Responsible for the day to day running of allocated sections. • Providing support for the management.
Key Internal Contacts:	<ul style="list-style-type: none"> • Catering team
Financial Dimensions:	<ul style="list-style-type: none"> • Monitoring and reducing wastage. • Till operation • Cash handling

Key Accountabilities and Result Areas	<ul style="list-style-type: none"> • Motivation and development of all Catering Assistant staff. • To ensure correct cash handling procedures. • To cash up at the end of the day, reporting any discrepancies to your line manager. • To ensure all Catering Assistants are wearing the correct uniforms and these are of a good condition. • To ensure exceptional guest service both by you and the Catering Assistants. • To abide by all health and safety and food safety regulations. • To monitor and report back to your line manager any issues relating to staff, food safety and health and safety. • To follow Marwell Wildlife's environmental policy and enforce it. • To ensure that the section you are responsible for is maintained. Including correct rotation of stock, staff levels monitored, and all paperwork involved in the safe running of your section is completed. • To ensure that all documentation concerning food safety and health and safety is up to date and monitored. • To be fully aware of all facilities, exhibits and special events that are ongoing or taking place within Marwell Wildlife. • To maintain a professional standard of time keeping as required by the needs of the business. • To ensure all equipment within your use is kept in good working order, it is well maintained and ensuring its safe return after use.
Other Considerations:	<ul style="list-style-type: none"> • Identify with and contribute to Marwell Wildlife Brand Values, mission and charitable objectives • Adhere to health and safety policy and procedures, identify hazards and undertake appropriate risk assessments as required

Role Profile part two – Person Specification

Qualifications	<ul style="list-style-type: none"> • Level 2 Award in Food Safety or equivalent qualification preferred
Experience	<ul style="list-style-type: none"> • Previous supervisory experience in the hospitality or similar industry • Customer service experience • Cash handling and till operation experience • Basic understanding of health and safety requirements
Skills and Abilities	<ul style="list-style-type: none"> • The ability to lead and motivate a team • The ability to work on your own initiative • Excellent verbal communication skills • Good numeracy skills • Ability to work well under pressure • Good planning and organisational skills • Effective decision making skills
Other	<ul style="list-style-type: none"> • Flexible attitude to working hours.
Living the values	<ul style="list-style-type: none"> • An understanding of the values and behaviour expected within this role
Charitable outputs	<ul style="list-style-type: none"> • An understanding of how this role supports the delivery of our charitable outputs