



**NORFOLK WILDLIFE TRUST
Holme Dunes Visitor Centre**

**CATERING SUPERVISOR
FULL-TIME (37.5 HOURS), PERMANENT**

The full time Catering Supervisor will be based at Holme Dunes Visitor Centre at the modern café within the centre. The café opened in 2014. Norfolk Wildlife Trust has Visitor Centres situated on five of its nature reserves at Cley Marshes, Hickling Broad NNR, Holme Dunes NNR, Ranworth Broad, and Weeting Heath NNR.

NWT has an excellent reputation not least for the way in which it manages the Holme Dunes Nature Reserve, attracting a broad spectrum of visitors from across the UK and beyond; specialist naturalists, serious and casual bird watchers to tourists, day trippers and those simply wanting to enjoy the breath-taking scenery and wildlife to be found in North Norfolk.

The Catering Supervisor at the NWT Holme Dunes Visitor Centre is expected to deliver a high standard service in the café producing the café staffing rotas and be responsible for the efficient day to day running of the café and preparation areas and to maintain the excellent reputation of the Trust working closely with the Senior Visitor Centre Co-ordinator.

Reporting to the Catering Manager in this important service role, the Catering Supervisor will use all best endeavours in the delivery of a quality service to a high standard in a warm and friendly way, responding to the needs to maintain the professional face of NWT in the presentation and delivery of soup, sandwiches, hot beverages and other food stuffs to meet the expectations of NWT and visitors.

The Catering Supervisor will be expected to ensure that the café, food preparation and display areas remain clean, tidy and safe at all times and that the brand of the NWT is maintained in all aspects. Proper handling of cash and excellent customer service at all times is essential.

The Catering Supervisor will be responsible for the preparation, presentation and service of soup, sandwiches, snacks and beverages using ingredients and products from local sources and aiming to achieve a very high standard at all times.

Working to a rota, the team at NWT Home Dunes Visitor Centre consists of the full time Senior Visitor Centre Co-ordinator, Senior Catering Assistant/Bank/Casual/Contract Catering Assistants, a small team of volunteers, and Car Park Attendants. It is therefore essential that a good working relationship is maintained with all colleagues.

The successful candidate will be expected to hold or train and achieve a Food Hygiene Certificate and will have previous experience working within the catering industry, preferably in a supervisory role. Strong literacy and numeracy skills are essential along with an ability to communicate effectively. A responsible attitude will be complemented by the ability to adopt a corporate approach.

A detailed job description is attached for information and to assist you with your application.

In return for this important and highly rewarding role, NWT will offer an hourly rate of £11.39 (pay review pending).

You will work an average 37.5-hour week including regular weekends and bank holidays but will be required to work flexibly to suit the needs of the business. A rota system is in operation and hours will be agreed in advance with the Catering Manager. The café works on reduced hours from November to March.

You will be entitled to 25 days annual leave for the period where you work full time, plus bank holidays (or time off in lieu if you work on a bank holiday).

2. Application Procedure

Candidates should apply by sending a copy of their CV, giving full details of education, employment history, including dates and outlining relevant experience. Please also supply details of two referees. You should also include a statement of application outlining why you consider yourself suitable for the post and what particular experience, skills and attributes you have which will enable you to fulfil the requirements of the job. It would help the selection panel if you refer to the duties and requirements of the job description enclosed in framing your statement. Please state where you saw the job advertised.

Completed applications should be marked 'Private and Confidential' and emailed to janines@norfolkwildlifetrust.org.uk or sent to Job Applications, Norfolk Wildlife Trust, Bewick House, 22 Thorpe Road, Norwich NR1 1RY.

The closing date for applications is Friday 23rd February 2024 at 5pm.

It is likely that interviews will take place between Thursday 7th March and Friday 15th March.

We will only contact you if you have been selected for an interview. Unfortunately, we are unable to give feedback from the application stage.

Thank you for your interest in this vacancy and the work of the Trust.

Good luck with your application.

Norfolk Wildlife Trust
February 2024