

JOB DESCRIPTION

JOB TITLE: Full Time Catering Supervisor, Holme Dunes

TEAM: NWE

POST HOLDER: Vacant

PREPARED BY: NM/JS

DATE: February 2024

OVERALL PURPOSE OF JOB:

Supervise the day to day running of the Holme Dunes Visitor Centre Café. The preparation of light refreshments and serving of food to a high standard, including clearing and cleaning the café, associated areas and washing up. Ordering and maintaining stock levels and providing a high standard of customer service.

REPORTING TO:

Catering Manager

REPORTING TO JOB HOLDER:

Senior Catering Assistant /Catering Assistant, Casual Catering Staff

OTHER WORKING RELATIONSHIPS:

Within the organisation

The post holder will work closely with the Holme Visitor Centre Team, volunteers, and, on occasion, the reserves team and HQ staff.

Outside the organisation

Visiting members and non-members, groups, suppliers/goods delivery.

MAIN DUTIES:

1. Basic preparation of simple food and beverages as required to a high standard complying with all relevant food hygiene regulations.
2. Café area duties to include clearing, cleaning and setting up of tables including seating area. Cleaning of the preparation area and surrounds, display cabinets, catering equipment and washing up.
3. Provide a friendly, professional and high standard of service to visitors to the café and provide product knowledge of the food served to meet customer expectations.
4. Accurate stock ordering of all food and drinks following sales and centres procedures being mindful of the peaks and troughs of the business to minimise wastage. Accepting deliveries, checking and merchandising stock.

5. Ensure all cash register transactions are accurate and that cash is properly handled, reconciled daily and banked frequently in accordance with the Holme café financial procedures.
6. Supervision and line management of the Senior Catering Assistant, Catering Assistant and any bank/casual/contract catering staff.
7. To ensure adequate staff coverage of the café, compile and distribute weekly rotas.
8. Keep the preparation, serving area and café tables clean and provide a fast counter service at all times.
9. Ensure that fridge and freezer temperatures are kept at a safe level for the preservation and proper storage of food and report any problems immediately.
10. Maintain a high standard of personal cleanliness and appearance at all times.
11. Comply with all Food Hygiene, follow the SFBB food safety management system and trading regulations.
12. Participate in recruiting and supporting a team of volunteers to assist with the day to day running of Holme Dunes Visitor Centre Café, ensuring they are properly trained in their duties.
13. Working as part of the Holme Dunes Visitor Centre team, provide cover for the visitor centre reception.

OTHER DUTIES:

1. Maintain an up to date knowledge and understanding of the Trust's Health and Safety Policy and associated guidelines and procedures
2. Maintain an up to date knowledge and understanding of all relevant Food Hygiene Regulations and associated guidelines
3. Undertake ad hoc duties and tasks as required including help on reception desk.
4. Work in accordance with the Trust's Health and Safety policy and contribute to the maintenance of a healthy and safe working environment

PERSON SPECIFICATION:

1. Able to communicate effectively with visitors, volunteers, staff and members of the public, including schoolchildren in a courteous, articulate and friendly manner
2. A Food Hygiene Certificate is desirable (otherwise suitable training will be given)
3. Some experience and a proven ability of successful working in customer service and the catering industry with a proven ability to prepare and present simple light meals

4. Able to become fully conversant with and operate various items of kitchen equipment
 5. Basic understanding of relevant food hygiene regulations and relevant health and safety legislation
 6. Able to work in a team with minimum supervision to maintain and meet customer and NWT expectations. Supervise and manage a small catering team.
 7. Able and willing to follow instructions
 8. A good time keeper
 9. Good literacy and numeracy skills
 10. Able to develop and maintain a basic knowledge of NWT Holme Dunes its management and wildlife
 11. Willing to undertake training as required
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OTHER RELEVANT FACTORS OF THE JOB

Will be expected to work flexible and sometimes unsocial hours including weekends and bank holidays as the café is open everyday from Easter to end of October and then at weekends from November to Easter..

LIMITS OF AUTHORITY

Handle money

CONDITIONS OF SERVICE

See Contract of employment