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| **Job Title:** | Catering Assistant Supervisor |
| **Department:** | Commercial |
| **Responsible to:** | Westport Lake Visitor Centre Supervisor |
| **Responsible for:** | Catering Assistants |
| **Pay Band:** | Assistant |
| **Tenure:** | Permanent : 20 hours per week (must include alternate Saturday or Sunday) |
| **Location:** | Westport Lake Visitor Centre |

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| |  | | --- | | **Background Information:** | | Our mission statement is:  *“Staffordshire Wildlife Trust protects and enhances the wildlife and wild places of Staffordshire and promotes understanding, enjoyment and involvement in the natural world.”*  A registered charity established in 1969 we are one of 47 county Wildlife Trusts throughout the UK and are supported by over 15,000 members.  The Trust owns or manages 27 nature reserves covering an area of over 3,600 acres. Our 60 staff are based in six locations around the county including our Headquarters at Wolseley Bridge, Stafford, with our work divided up into five departments: Resources, People Engagement , Conservation Delivery, Fundraising, Communication and Membership & Commercial. The Trust has a diverse workforce including site wardens, wildlife surveyors, community and education officers, catering and administration staff.  The Trust currently runs two main centres, Westport Lake and the Wolseley Centre, with cafés, conferences and retail to a greater or lesser degree at both venues, in addition to Charity Shops in Leek, Rugeley & Penkridge. The postholder will assist the supervisor in the day to day running of the Westport Lake Trading operation.  Westport Lake opened in the Summer of 2009 and is situated overlooking the popular visitor recreation area. The Centre is managed by Staffordshire Wildlife Trust, in conjunction with Stoke-on-Trent City Council and Canal & Rivers Trust (CRC). This innovative centre has been built with state of the art environmental technologies and consists of a 100-cover café, interactive visitor area, education and conference facility. Westport Lake is the flagship centre of Staffordshire Wildlife Trust in the north of the county and will reflect the ongoing environmental work of the Charity. | |

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| **Job Purpose:** |
| To assist the Westport Lake Visitor Centre Supervisor (and deputise in their absence) in the day-to-day food & beverage operations at Westport Lake Cafe & Visitor Centre, whilst maximising the revenue capacity of this facility.  To ensure the Visitor Centre & Facilities are accessible to all users and high standards are adhered to throughout. |

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| **Responsibilities:** |
| 1. To help ensure the Café & Visitor Centre are fully operational during the designated hours of business and the premises is secured thereafter. 2. To support the supervisor and oversee the operation in their absence, in leading a team of catering assistants, to provide a high standard of food & beverage delivery. Including, on the job training, completing and maintaining relevant training and safety records. 3. To help ensure a high standard of cleanliness and hygiene are maintained in the front of house aspects of the visitor centre and Canal & Waterways facilities, to include, retail, visitor areas, washrooms and kitchen. 4. To help ensure all food safety, customer care and hygiene standards are adhered to and relevant checklists completed. Ensure high standards of cleanliness are maintained within the Facility. 5. To complete till reconciliation’s, financial paperwork and occasional banking, in line with Trust procedures 6. To assist in the purchase/delivery of departmental supplies and understand the importance of stock control and minimising costs through correct storage, rotation and distribution of supplies 7. Ensure the catering team comply with the Trust’s Health & Safety policy, especially in regards to COSHH, accident reporting, risk assessments and fire procedures. 8. To actively promote departmental sales strategies and maximise revenue through recruiting new supplementary business (e.g. conferences & events) and special offers. 9. Other duties that may arise, as directed by your line manager   In order for the organisation to work effectively you may be required to work unsocial hours or assist with other areas of work and therefore you should be prepared to undertake other duties, appropriate to the post, as delegated by your line manager. All staff are required to abide by organisational policies and procedures. |

**Person Specification Job Title: Catering Assistant Supervisor**

| **Criteria** | **Essential** | **Desirable** | **Assessment method \*** |
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| **Qualifications** | | | |
| First Aid Qualification |  | ✓ | AF/QC |
| Level 2 Food Hygiene & Safety |  | ✓ | AF/QC |
| **Experience** | | | |
| Supervisory experience within a food & beverage retail outlet |  | ✓ | AF/I |
| Previous experience of cash handling & completing financial paperwork | ✓ |  | AF/I |
| Previous experience of working to high food safety standards | ✓ |  | AF/I |
| Some experience of dealing with customer queries and complaints |  | ✓ | AF/I |
| **Skills/knowledge** | | | |
| Catering legislation to the level needed to run a café, including health & hygiene. |  | ✓ | AF/I |
| Knowledge of Word, Excel & databases |  | ✓ | AF/I |
| Strong team leader with the ability to motivate others and retain a high level of self-motivation | ✓ |  | AF/I |
| The ability to work well under pressure | ✓ |  | AF/I |
| A Systematic, methodical approach to work and the ability to prioritise | ✓ |  | AF/I |
| Good numeracy and literacy skills | ✓ |  | AF/I |
| Effective communication skills | ✓ |  | AF/I |
| Keen to develop new fundraising initiatives |  | ✓ |  |
| Some knowledge of retail practices and procedures |  | ✓ | AF/I |
| Some knowledge of environmentally friendly working practices. |  | ✓ | AF/I |
| ***Abilities*** | | | |
| Weekend and Bank Holiday working will be required and therefore a flexible approach to working hours is essential. | ✓ |  | AF/I |
| Job involves some manual handling such as  - Moving and setting up conference/event tables and chairs | ✓ |  | AF/I |

\* Assessment method:

* I = interview
* QC = qualification certificate
* AF = application form
* T = test or assessment
* P = presentation