

1. JOB DESCRIPTION

IDENTIFICATION OF JOB

- Job Title** : • Catering Team Leader
- Group/Team** : • Trading Team (Catering)
- Working Base** : • Idle Valley Rural Learning Centre
- Responsible to** : • Catering & Retail Manager
- Responsible for** : • Supervising Retail & Catering Assistants
- Overall Purpose of Job** :
- To lead the Catering Team in delivering a high-quality catering offer to conference delegates, members of the public and other visitors. To ensure the effective integration of catering activities within the day-to-day running of the Idle Valley café and shop.
 - To ensure the safe and efficient operation of the Idle Valley café and shop during opening hours.
- Main Responsibilities** :
- To lead the Retail & Catering Assistants in delivering a high-quality catering offer for conference delegates, members of the public and other visitors.
 - To supervise the Retail & Catering Assistants to ensure high standards of food preparation and delivery, conforming to all current food hygiene and Environmental Health regulations.
 - To ensure the Retail & Catering Assistants deliver excellent customer service and act as ambassadors for Nottinghamshire Wildlife Trust to create a pleasant and professional coffee shop environment for centre users.
 - Team Leader responsibilities including opening and closing the centre in the absence of the General Manager and Retail & Catering Manager

2. JOB SPECIFICATION

- Line Management and Supervision** :
- No direct line management but responsible for the supervision of retail & Catering Assistants
- Responsibility, Budgets and Other Resources** :
- Responsible for ensuring the delivery of a menu of high quality by supervising the Retail & Catering Assistants.
 - Responsible for maintaining high levels of cleanliness in all associated catering areas.
 - Responsible for ordering stock to ensure consistent delivery of food and drink to visitors.
 - Responsible for ensuring conformity to current Food Hygiene regulations and legislation.
 - Responsible for ensuring that all logs and records (e.g. wastage log) are completed by staff consistently and accurately.
 - Responsible for handling cash, checking till floats and cashing-up at the end of the day.
 - Responsible for conducting opening and closing procedures to ensure the security of the centre during closing hours in the absence of the General Manager and Retail & Catering Manager
- Work Complexity** :
- Working with the Retail & Catering Manager to ensure that a high quality food and drink offer is delivered to customers, conference delegates and other visitors.
 - Ensure that the day-to-day operation of the catering function is efficient and offers a positive visitor experience.
 - To source catering stock to ensure regular and reliable supply.
 - Ensure the highest standards of food hygiene in all associated catering areas, conforming to all current Food Hygiene standards.
 - To maintain accurate and up-to-date records, including food hygiene, environmental health, wastage and other records as delegated by the Retail & Catering Manager.
 - To supervise the Retail & Catering Assistants to ensure safe and efficient delivery of a high quality catering offer.
 - To manage queries and complaints to a satisfactory conclusion, or escalate to the General Manager or Retail & Catering Manager if required.
 - To handle cash, count floats and carry out cashing-up procedures daily.
 - Ensure the General Manager or Retail & Catering Manager is informed of any potentially critical incident without delay.
- Decision Making, Creativity and Innovation** :
- To act independently and frequently use own judgement to make decisions to ensure the safe and efficient operation of the centre, and to guarantee a positive visitor experience.
 - To use own judgement to determine food production levels to minimise wastage and maximise income.
 - Working with the Retail & Catering Manager there are opportunities for decision making and creativity when determining menu items in order to provide an interesting and exciting offer for customers.
 - Ensure all associated catering areas are well presented, tidy and promote a quality visitor experience.
- People, Contacts and Representation** :
- Frequent contact with members of the public, conference delegates and other centre visitors.

- Contact with suppliers of catering stock.
- Positively represent Nottinghamshire Wildlife Trust to all centre visitors.

Working Conditions

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- Part -Time to be worked on Saturdays, Sundays and an additional day a week
- Permanent
- This role is based at Idle Valley Rural Learning Centre. Occasional travel to other sites may be required.
- Bank holiday working, and occasional evening work may be required.

3. PERSON SPECIFICATION

Job Title	:	Catering Team Leader
Team	:	Trading Team (Catering)

- Experience** :
- Experience of working in a busy catering environment (E)
 - Experience providing a high standard of customer service (E)
 - Experience of supervising a team of staff (D)
 - Experience of working as part of a team and supporting colleagues in their day-to-day work (D)
 - Experience of delivering a high quality catering offer to the public and professional clients (D)
 - Experience of catering high volume events (up to 300 persons) (D)
 - Experience of being responsible for opening/closing a building (D)
 - Experience of cash handling, including cashing-up and reconciling financial information (D)

- Competence, Knowledge & Skills** :
- Knowledge of high quality food preparation and delivery to a wide range of customers (E)
 - Working knowledge of current Food Hygiene and Environmental Health legislation (E)
 - Excellent administration skills, including use of Microsoft Office Suite (E)
 - The skill to supervise and motivate a team to deliver results (E)
 - Level 3 Food Hygiene Qualification (D)
 - Numeracy skills sufficient to be able to check some financial information, such as stock levels (D)

- Personal Qualities** :
- Able to supervise a team and take control
 - Able to work independently and as part of a team
 - Kind and pleasant demeanour
 - Customer focussed approach
 - Patience and high level of self-control
 - Decisive
 - Practical, with sound judgement
 - Hard work ethic
 - Self-motivated and enthusiastic
 - Flexible and adaptable approach to work
 - Willingness to embrace change to deliver positive results
 - Willingness to adopt a flexible working pattern to reflect the 7 day per week operation of the business.

Key: Desirable or Essential