



1. JOB DESCRIPTION

IDENTIFICATION OF JOB

Job Title	:	<ul style="list-style-type: none">• Catering Duty Manager
Group/Team	:	<ul style="list-style-type: none">• Trading Team (Catering)
Working Base	:	<ul style="list-style-type: none">• Idle Valley Rural Learning Centre
Responsible to	:	<ul style="list-style-type: none">• Catering Manager
Responsible for	:	<ul style="list-style-type: none">• Supervising Retail & Catering Assistants
Overall Purpose of Job	:	<ul style="list-style-type: none">• 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 Idle Valley Rural Learning Centre.• To ensure the safe and efficient operation of Idle Valley Rural Learning Centre during opening hours.
Main Responsibilities	:	<ul style="list-style-type: none">• 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.• Responsible for opening and closing procedures (in the absence of the College Centre Attendant), including cashing-up to ensure the security of the building during closing hours.

2. JOB SPECIFICATION

Line Management and Supervision	:	<ul style="list-style-type: none"> • No direct line management but responsible for the supervision of Retail & Catering Assistants
Responsibility, Budgets and Other Resources	:	<ul style="list-style-type: none"> • 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 College Centre Attendant).
Work Complexity	:	<ul style="list-style-type: none"> • 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**

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- 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**

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- 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
- Permanent
- This role is based at Idle Valley Rural Learning Centre. Occasional travel to other sites may be required.
- Regular weekend (Saturday and Sunday)/bank holiday working, and occasional evening work will be required.

3. PERSON SPECIFICATION

Job Title	:	Catering Duty Manager
Team	:	Trading Team (Catering)

Experience	:	<ul style="list-style-type: none"> • 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	:	<ul style="list-style-type: none"> • 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	:	<ul style="list-style-type: none"> • 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