

1. JOB DESCRIPTION

IDENTIFICATION OF JOB

Job Title	:	<ul style="list-style-type: none"> Catering Shift Leader
Group/Team	:	<ul style="list-style-type: none"> Trading Team (Catering)
Working Base	:	<ul style="list-style-type: none"> Attenborough Nature Centre
Responsible to	:	<ul style="list-style-type: none"> Retail & 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 Attenborough Nature Centre and outdoor Catering Pod.
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, event attendees 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.

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 ensuring the delivery of the menu for the Catering Pod to a high standard

Work Complexity

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- 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.
- Act as ambassador for Nottinghamshire Wildlife Trust. Lead by example to ensure high standards of customer care by supervising and motivating catering staff.

Decision Making, Creativity and Innovation

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- 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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- Full-Time
- Permanent
- This role is based at Attenborough Nature Centre. Occasional travel to other sites may be required.
- Regular weekend (Saturday and Sunday)/bank holiday working, and occasional evening work will be required.
- The post is subject to a DBS (Basic) check

3. PERSON SPECIFICATION

Job Title	:	Catering Shift Leader
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)
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 • 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