

Keeper's Kitchen - Catering Supervisor

We have a great opportunity for a Catering Supervisor to join our new Keeper's Kitchen team on a permanent basis, working 40 hours per week over 5 days out of 7, including weekends and Bank Holidays.

Catering Supervisors are responsible for ensuring that Keeper's Kitchen is maintained, as well as providing motivation and developing the Catering Assistants.

The successful candidate will be an effective decision maker capable of leading and motivating their team. They will have the ability to use their initiative and work well under pressure. Strong customer service skills and previous supervisory experience within a hospitality (or similar) role are essential, as is a current food hygiene certificate.

Salary £27,538.37 per annum.

If you would like to join our unique and vibrant organisation to become a part of the Marwell Family, please view the full candidate brief and send a completed application form to jobs@marwell.org.uk.

Closing date: 30 April 2025

Disclaimer: we reserve the right to close a vacancy earlier than the advertised date if we receive applications that meet the selection criteria. Once a vacancy has closed, we are unable to consider further applications, so please apply early to avoid disappointment.

Catering Supervisor

Role Profile

Job Title: Catering Supervisor

Benefits: Pension at 5%, 33 days annual leave inc Bank Holidays

Hours: 40 hours per week over 5 days out of 7 to include weekends and Bank holidays

Location: Marwell Wildlife

Reports to: Restaurant & Venue Manager

Management: Catering Assistants

Role Purpose and Role Dimensions:

- Motivation and development of the Catering Assistants
- To always ensure excellent guest experience
- Ensuring food safety and health & safety regulations are followed
- Providing support for the management team
- Undertake on and off the job training as required for the job role

Financial Dimensions:

- Monitoring and reducing wastage
- Till operation and cash control
- Cash handling
- Stock Control

Key Internal Contacts

- Restaurant & Venue Manager
- Catering Team
- Events Department
- Retail, Admissions & Supporter Team
- Park Operations Team
- Health & Safety Advisor – To ensure the safety of staff and guests

Key External Contacts

- Product and service contractors/suppliers
- Zoo guests/public guests to ensure maximum value and service during their visit

The Role

- Motivation and development/training of the Catering Assistants
- Monitor the quality of food, portion control and preparation for dietary provisions and delivery of food service
- Maintain high levels of record keeping e.g. ordering suppliers in and monitor stock control to establish accuracy of costs are within budget
- Maintain a high level of cleanliness in accordance with food hygiene health and safety regulations, ensure defects and breakdowns are reported correctly and assist the manager with risk assessments and COSHH related to catering functions
- Identify staff performance and development
- Ensure correct cash handling procedures
- Cash up at the end of the day, reporting any discrepancies
- Ensure all Catering Assistants are wearing the correct uniform and are meeting the required presentation standards
- Ensure exceptional guest service
- To abide by all health and safety and food safety regulations
- To follow and enforce Marwell Wildlife's environmental policy
- To ensure The Keepers Kitchen is maintained. Including correct rotation of stock, ensuring staff levels are monitored, and all paperwork involved in the safe running of all The Keepers Kitchen is completed
- Be fully aware of all facilities, exhibits and special events that are ongoing or taking place within Marwell Wildlife
- To maintain a professional standard of time keeping as required by the needs of the business
- To ensure all equipment you use is kept in good working order and is well maintained and returned safely after use
- Identify with and contribute to Marwell Wildlife Brand Values, mission and charitable objectives
- Adhere to health and safety policy and procedures, identify hazards and undertake appropriate risk assessments as required
- Able to work as part of a team within The Keeper's Kitchen and the Catering Department
- To undertake any other duty deemed reasonable as required by your manager

The Candidate

Qualifications & Experience

Essential

- A current level 2 food safety certificate or equivalent.
- Previous supervisory experience in hospitality or similar industry
- Customer service experience
- Basic understanding of health and safety requirements
- IT skills with an understanding of Office 365

Desirable

- Level 3 in food safety
- Experience with EPOS systems.

Attributes

- The ability to lead and motivate a team
- The ability to work on your own initiative
- Excellent verbal communication skills
- Good numeracy skills
- Ability to work well under pressure
- Good planning and organisational skills
- Effective decision-making skills
- An understanding of the values and behaviour expected within this role
- An understanding of how this role supports the delivery of our charitable outputs