

Keeper's Kitchen – Kitchen Manager

We have a great opportunity for a Kitchen Manager to join our new Keeper's Kitchen team on a permanent basis, working 35 hours per week over 5 days out of 7, including weekends and Bank Holidays.

The Kitchen Manager will support the Restaurant & Venue manager in providing a great food and beverage menu and experience to our guests, ensuring the highest quality and standards of ingredient, presentation and service are met at all times.

You will be responsible for the 'hands-on' day-to-day management of food and beverage preparation and menu development, and the operational development and general management of the Keeper's Kitchen team.

Salary £27,170.95 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.

Keepers Kitchen – Kitchen Manager

Role Profile

Job Title: Kitchen Manager

Benefits: Pension at 5%, 33 days annual leave inc. Bank Holidays (Pro-Rata)

Hours: 35 hours per week, 5 days from 7, including weekends, evenings & bank holidays

Location: Marwell Wildlife

Reports to: Restaurant & Venue Manager

Management: Line management of The Keeper's Kitchen, kitchen team.

Key Internal Contacts

- Catering Team
- Retail, Admissions & Supporter Team
- Events Team
- Guest Services Team
- Park Operations Team
- Health & Safety

Key External Contacts

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

Role Purpose and Role Dimensions:

- Support the provision of our food and beverage offer to our guests, ensuring consistent standards, preparation and presentation, as well as continuing improvement with our offer
- Support menu & operational development and general management of the keeper's kitchen team
- Responsible for the 'hands-on' day-to-day management of food and beverage preparation and menu development

Financial Dimensions

- Supporting the achievement of forecast and budgeted income targets and controlling costs and expenditure against budgeted targets and programmes
- To minimise wastage, adhering to our environmental policy

The Role

- Support the Restaurant & Venue manager in providing a great food and beverage menu and experience to our guest, ensuring the highest quality and standards of ingredient, presentation and service
- Support the Restaurant & Venue manager in sourcing and ordering stock and ensuring the Keeper's Kitchen is correctly and sufficiently supplied
- To support sales via product display and providing opportunities for active up-selling by the team
- Support the correct and accurate administration of the department including all relevant financial and other paperwork and documentation
- Supporting the Restaurant & Venue manager in ensuring that all environmental health, hygiene and HACCP regulations are strictly adhered to and that all supporting records are correctly updated and completed
- To ensure that all activities comply with our health and safety policies, undertaking risk assessments where required
- Line management, recruitment and performance management of kitchen staff as required, leading by example in all areas and situations
- The preparation and cooking of food for daily sales within The Keepers Kitchen, and events
- Be passionate about food and take pride in its presentation with an eye for detail and an exceptional drive for quality
- To ensure stock control including ordering, accepting deliveries, stock rotation and ensuring Marwell Wildlife's standards and recipe specifications are met and always maintained.
- Ensure food preparation areas are always clean and tidy
- To ensure all equipment is safe and clean before and after use
- To maintain a professional appearance while at work adhering to correct uniform and grooming guidelines
- To be aware of the aims and objectives of Marwell Wildlife
- Identify with and contribute to Marwell Wildlife Brand Values, mission, and charitable objectives
- Organised and able to work in a fast-paced environment
- 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

- City & Guilds 706/1, 706/2 & 706/3 catering certificates or equivalent
- Experience of working as a senior chef in a management or supervisory role in a commercial and guest facing catering environment
- Experience of food management, sourcing and purchasing
- Minimum NVQ level 3 or equivalent in food safety with experience of managing food hygiene and environmental health, including readings and record keeping
- A proven leader, able to achieve great things by motivating and encouraging their team, whilst experienced in dealing with performance management issues
- Experience of rostering and managing permanent and casual staff
- GCSE (or equivalent) Mathematics and English at Grade C or above

Desirable

- NVQ level 4 in food safety or equivalent
- Experience of catering management or supervising in an attraction's environment
- Personal license holder
- Experience with EPOS till systems, back-office functions and cash handling

Attributes

- Working with external suppliers – establishing & maintaining professional relationships
- Development planning – able to take a concept and work with managers to develop into a meaningful proposal outlining costs and benefit
- IT Skills – Comfortable with Microsoft Office applications.
- Experience of risk assessment and meeting health and safety requirements
- Full clean driving license valid for the UK
- A true passion to deliver outstanding results with excellent attention to detail
- Creativity – skill at developing imaginative product and presentation which reflect our brand values and deliver profitable income
- Excellent customer service skills with a focus of exceeding customer needs as the first requirement and a love of personally being 'in the thick of it'
- Curiosity for uncovering, and maximizing new opportunities and improvements
- People management – a leader, motivator and team player, with the skills to get the most out of the people who work with you, and for you.
- Planning – able to contribute to planning and execute developments and improvements; ensuring successful completion of each element and to adapt effortlessly when plans change.
- Organising - Can marshal resources on a practical level to get things done. Can orchestrate multiple activities at once to accomplish a goal. Uses resources effectively and efficiently
- Communication Skills – Clear communication skills – able to express views clearly and succinctly in a variety of communication settings and styles, including guest feedback. Active listening skills