

## Food & Beverage Supervisor

We have a great opportunity for a Food & Beverage Supervisor to join our team on a permanent basis, working 40 hours per week over 5 days out of 7.

F&B Supervisors are responsible for ensuring that all catering outlets are maintained, as well as providing motivation and developing the Catering/Park Operations 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 guest service skills and previous supervisory experience within a hospitality (or similar industry) role are essential, as is a current food hygiene certificate.

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](mailto:jobs@marwell.org.uk).

**Salary:** £28,668.31 per annum

**Closing date:** 30 April 2026

**Potential interview date:** 06 & 07 May 2026

## Food & Beverage Supervisor

### Role Profile

**Job Title:** Food & Beverage Supervisor

**Salary:** £28,668.31 per annum

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

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

**Location:** Marwell Wildlife

**Reports to:** Food & Beverage Assistant Manager

**Management:** Catering/Park Operations Assistants

### Role Purpose and Role Dimensions:

The Food & Beverage Supervisor is responsible for overseeing the daily operations of food and beverage outlets, ensuring excellent guest service, maintaining high standards of food quality, and supporting the management team in delivering an efficient and profitable operation.

### Financial Dimensions:

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

### Key Internal Contacts

- Head of Food & Beverage
- Food & Beverage Manager
- Food & Beverage Assistant Manager – Line Manager
- Food & Beverage Team – Internal Team
- Events Department – Internal Client
- Health & Safety Manager – To ensure the safety of staff and guests

### Key External Contacts

- Park guests to ensure maximum value and service for zoo visits

## Key Responsibilities

### Operations

- Supervise day-to-day operations across food and beverage outlets
- Ensure all areas are clean, well-presented, and fully stocked
- Monitor service standards to ensure a positive guest experience
- Support opening and closing procedures, including cash handling

### Customer Service

- Lead by example in delivering exceptional customer service
- Handle customer queries, feedback, and complaints professionally
- Ensure a welcoming and friendly atmosphere for all guests

### Team Leadership

- Supervise, motivate, and support team members during shifts
- Assist with staff training, onboarding, and ongoing development
- Delegate tasks effectively and ensure team accountability
- Support rota management and break scheduling

### Food & Safety Compliance

- Ensure compliance with food hygiene, health & safety, and licensing regulations
- Monitor food quality, presentation, and portion control
- Maintain accurate records (e.g. temperature logs, cleaning schedules)

### Stock & Financial Control

- Assist with stock ordering, deliveries, and inventory control
- Minimise waste and control costs where possible
- Support achieving sales targets and KPIs

## 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