



Job title:	Catering Supervisor
Salary:	£21,000 per annum
Department:	Events & Hospitality
Reporting to:	Events & Hospitality Manager
Responsible for:	Catering provision in The Firebox, The Turntable and The Signal Box, plus line management of casual Catering Assistants
Working hours:	40 hours per week (8 hours per day over five days, with a 30 minute unpaid lunch break)
Working week:	Five days out of seven, usually being Thursday to Monday inclusive. Includes Bank Holidays and school holidays as normal working days. Due to the nature of the business, working days may vary at peak periods and there will be occasional evening work; all such occurrences will be advised in advance but flexibility is expected
Expected start date:	Mid-August 2022

Key internal relationships

Chief Executive Officer, Events & Hospitality Manager, Deputy General Manager, Operations Manager, Accounts Assistant, Marketing & Visitor Experience Officer, Administration Assistant, Catering Assistants, Visitor Services Assistants, volunteers

Job summary

Our approach to Whistlestop Valley's catering provision has been revitalised over the last two years and a reputation has been developed for excellent quality food, a well-produced menu for the core family market and superb customer service.

This is an exciting opportunity to help our Events & Hospitality Manager oversee, maintain and grow our existing catering offer. The catering section of the business currently comprises of The Firebox pizza café at Clayton West, The Turntable dessert parlour (takeaway) at Shelley and The Signal Box pop-up hot food kiosk at Shelley.

Whistlestop Valley operates a vibrant special events programme in which the catering section takes an active and integral role. We also host private functions



which can include hot or cold food options and have a very popular afternoon tea offering. The catering section also provides food for our children's birthday parties: this is a core task.

Whistlestop Valley currently welcomes in excess of 70,000 visitors per year and this figure is growing year-on-year.

We are looking for a hardworking and enthusiastic person to join us in the role of Catering Supervisor. The successful applicant will be passionate about food, with first-class customer service skills and the ability to maintain the highest food safety and hygiene standards to enable us to comply with current legislation. Our Catering Supervisor will have the ability to oversee, motivate and supervise our front-of-house and back-of-house catering team, ensuring that the areas are staffed efficiently and everyone is performing fully in their roles whilst delivering a first-rate customer experience.

Previous experience of working in a fast-paced café/restaurant/hospitality setting is essential, along with previous experience in a supervisory role.

Key responsibilities:

- Overseeing and managing the daily running of Whistlestop Valley's catering outlets which includes The Firebox, The Turntable and The Signal Box and to supervise the event catering provision and afternoon teas
- Ensuring all the team are completing all the tasks correctly and in a timely fashion
- Provide the highest standard of customer care and ensure these standards are maintained throughout the catering section
- Ensure that customers experience excellent catering standards and that complaints are handled in accordance with our processes
- Maintaining service delivery to minimise customer complaints
- Ensure all catering staff are trained in the highest standards of customer care, selling skills and have a good knowledge of the business and local area
- Maintain effective communication ensuring personal development and team spirit
- Observing and making yourself aware of what is happening across the catering area and the attraction as a whole
- Delegating various tasks to the team, as well as contributing and supporting the team with tasks (it's all hands on deck!)
- Train, motivate, develop and manage catering staff to appropriate standards
- Undertake induction and training and ensuring proper records are kept
- Alongside the Events & Hospitality Manager, develop, source and enhance the traditional, seasonal and local content of the menus to ensure the highest standard of food quality and presentation
- Supporting the Events & Hospitality Manager when needed and required



- Motivating the team and supporting them with solutions to deal with most issues where possible but to always keep the Events & Hospitality Manager or Duty Manager informed to be able to support at all times
- Alongside the Events & Hospitality Manager, control the purchase and ordering of all catering and cleaning related items in line with buying policies and budget constraints
- Maintain adequate stock levels to meet the demands of the visitors
- Assisting the Events & Hospitality Manager with rotas, holidays, sickness and lateness. To be able to deal with each area confidently and autonomously
- Ensuring all tills are taken off and accounting for any known discrepancies, informing the Duty Manager
- Monitor wastage
- Deliver an efficient catering service with emphasis on promptness, efficiency and quality
- Take an active role preparing, cooking and serving food and drinks
- Prepare catering staff rosters to ensure full coverage and efficiency
- To ensure correct cash handling procedures
- Provide catering to support the events programme
- Provide catering for private functions held at Whistlestop Valley
- Maintain the highest standards of food hygiene and health and safety for all who work in or visit the catering facilities in accordance with current legislation
- Follow food safety procedures in line with current Food Standards Agency policies
- Follow COSHH procedures
- Report accidents and fill in accident report book
- Ensure all equipment is used safely and staff are trained in its safe use
- To attend training courses when required
- To assist with the implementation and delivery of the company's special events programme.
- Liaison with colleagues working in other sections of the company's business
- Demonstrate a willingness to work as part of a team to deliver a first-rate visitor experience
- Protect the excellent reputation of Whistlestop Valley
- Alongside the Events & Hospitality Manager, order and control stocks of cleaning materials
- To perform any other duties that may be necessary to allow Whistlestop Valley to function successfully as a visitor attraction



Skills, knowledge and expertise

Essential

- Previous experience in a fast-paced café/restaurant/hospitality setting
- Previous experience supervising a team
- Excellent verbal communication skills
- Excellent literacy and numeracy skills
- Familiar with food allergy legislation
- Food Hygiene Certificate (advance level)
- Enjoys working with people
- Has attention to detail
- Has a strong planning and organisational skills
- Computer literate
- A full UK driving licence and own transport is essential for movement between locations
- COSHH training
- Ability to recruit & manage staff
- Ability to work as part of a team
- Ability to prioritise conflicting demands
- Ability to problem solve and think creatively
- Ability to work flexibly and adapt to change
- Ability and patience to work with people of varying age and ability

Desirable

- Health and safety training
- First Aid Qualification
- Manual handling training
- Customer care training