



Job Description

Job title:	Catering Supervisor.
Responsible to:	Catering Manager
Location:	Shropshire Hills Discovery Centre, School Road, Craven Arms, Shropshire, SY7 9RS
Hours:	4-5 days per week between 09.00 and 17.00 with weekends on a rota basis
Pay:	£14.45 per hour

Job purpose:

The core purpose of this role is to deliver an excellent food offer, baking cakes, making savoury dishes from scratch and running the busy lunchtime service. You will be a diligent and experienced caterer, able to operate in a fast-paced environment to serve food to a consistently high standard.

You will delight in bringing your experience, enthusiasm and eagerness to exceed customer expectations to our operation. With your can-do attitude and customer focus, you will inspire others and bring about improvements across the operation.

Main responsibilities:

- ✓ Embody the Grow Cook Learn ethos and share your passion for local food and its producers with visitors and centre users, in particular our commitment to “Eat the View”.
- ✓ Take responsibility for the day-to-day running of all catering operations and manage the serving, preparation, cooking and presentation of food to the highest standards using innovation in the method and style of presentation and food service.
- ✓ Supervise the catering staff ensuring excellent customer care, food presentation and quality and deputise for the Catering Manager in their absence.
- ✓ Undertake all necessary duties required to deliver an exceptional catering service and ensure extremely high levels of food hygiene and cleanliness are maintained throughout the operation.
- ✓ Ensure that all health and safety measures, legal and hygiene standards, risk assessments and COSHH procedures are observed and maintain food safety records as required by law.
- ✓ Understand the needs of customers with special dietary requirements and be prepared to offer alternatives where appropriate.
- ✓ Maintain a high standard of personal presentation, appropriate communication and suitable conduct when dealing with members of the public and centre users.



- ✓ Undertake all necessary cleaning duties to a high standard including regular clean down of work area, attending to customer self-clear stations, cleaning tables where necessary, laundry and washing up.
(manual & machine) and regular cleaning of the kitchen, its surrounds and equipment as directed by the cleaning schedule.
- ✓ Oversee stock control and ordering/receiving/checking deliveries as required.
- ✓ Adhere to existing working practices, methods, procedures; undertake relevant training and development activities and respond positively to new and alternative systems.
- ✓ Attend meetings and training as required.
- ✓ Liaise regularly with colleagues as appropriate across the business in order to inform your work practice, maintain effective communication and contribute to service development.
- ✓ Be prepared to work flexibly and to meet the requirements of the job and opening hours, including bank holiday, evening and weekend working.
- ✓ Uphold the Equalities and Diversity policy of the company and have an understanding and commitment to anti-discriminatory practices.

Key skills & behaviours

Key skills

- ✓ Thrives to exceed expectations
- ✓ Customer focused
- ✓ Leadership
- ✓ Works to a high standard
- ✓ Excellent cooking skills
- ✓ Ability to prepare and present food to a high standard
- ✓ Good IT skills

Behaviours

- ✓ Enthusiastic
- ✓ Continuously looking for improvement
- ✓ Can-do attitude
- ✓ Motivated
- ✓ Trustworthy
- ✓ Excellent hygiene standards